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**Ticket: # 1282316 - Data Usage Cap**

**Date:** 10/22/2016 7:58:06 PM

**City/State/Zip:** Port Saint Lucie, Florida 34984

**Company Complaining About:** Comcast

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### **Description**

Comcast has decided to limit customers in my area to 1TB of data. They say only 1% will be affected. I believe this data cap will definitely affect more people and is designed by Comcast to benefit financially. They talk about principles of fairness, however it is well documented that Comcast overcharges customers. This is another way for them to increase their already overpriced rates. I don't see this as fair.

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**Ticket: # 1282317 - Comcast data caps**

**Date:** 10/22/2016 7:58:35 PM

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

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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**Ticket: # 1282339 - Comcast Data Cap**

**Date:** 10/22/2016 8:39:04 PM

**City/State/Zip:** Jacksonville, Florida 32223

**Company Complaining About:** Comcast

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## **Description**

Even at terabyte of data for a limit, which seems like a lot currently, as more items begin to connect to the Internet, and as 4k television streams and virtual reality becomes wider used, this data limit will be easily surpassed. Additionally I feel that Comcast had waited until the month prior to the Presidential election to roll this change out in hopes that it will go unnoticed by the majority of their subscribers. If this isn't fought now it will be too late to correct on the future. Minimally something should be done to postpone these cap limits until a time when more discussion can be had instead of just prior to what is perhaps the most distracting election in the history of the United States of America.

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[Ticket: # 1282434 - Pending Comcast data caps.](#)

**Date:** 10/22/2016 11:00:38 PM

**City/State/Zip:** Parker, Colorado 80134

**Company Complaining About:** Comcast

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## **Description**

I just learned of a pending reduction in service / price increase soon to be implemented by Comcast.

This is unacceptable for several reasons:

Lack of consumer choice other than Comcast due to local monopoly in broadband market.

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

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

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

This is blatantly anti-consumer.

Additionally there have been reports that Comcast's "data monitors" do not record accurate usage information and am concerned about the lack FCC regulated data consumption measurement standards.

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**Ticket: # 1282451 - Comcast XFINITY Data Cap****Date:** 10/22/2016 11:24:47 PM**City/State/Zip:** Smithfield, Utah 84335**Company Complaining About:** Comcast

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**Description**

I recently received an email from Comcast XFINITY regarding an implementation of data caps in my area. I will not likely be too drastically affected by this new implementation, but I feel it is incredibly wrong for a company to promote the nature of their service as full and expansive, then alter the provisions based on their lack of planning for the future.

The new "agreement" which they have issued implements a 1TB data cap on internet usage, down from their unlimited cap currently in place. I find this incredibly disheartening, especially with how the internet is now regarded as a public utility and a necessity of the common era. If one exceeds their newly established terms, they are charged an outrageous \$10 per 50GB, with a maximum additional monthly fee of \$100. When Comcast XFINITY is already taking advantage of citizens with their outrageous price hikes and hidden fees, I find it incredibly difficult to wonder how they are able to get away with such horrendous business practice in the age which we live in. They are seeking to halt our children from being able to use the internet for school research, keep the average customer from relaxing after a hard day at work by streaming videos or gaming, and imposing previously non-existent limitations on what is now a right under ruling by the United States Government.

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[Ticket: # 1282479 - 1TB Data cap](#)

**Date:** 10/23/2016 2:01:49 AM

**City/State/Zip:** Englewood, Colorado 80112

**Company Complaining About:** Comcast

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## **Description**

With streaming services such as Netflix, CrunchyRoll, and YouTube that use automatic quality settings based on internet speed, it's incredibly easy to go over 1TB when you don't watch TV. If they want to put a cap on how much media we can consume on the internet they need to do the same with TV, or just don't cap the data. I know its only 50\$ extra a month for unlimited but when you're paying for speeds like 180MB/s you can chew through 1TB really quickly, and you can forget about backing up important data to the cloud you'll run out so quickly.

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[Ticket: # 1282487 - ATT merger with TW will cripple me as an home-based freelancer](#)

**Date:** 10/23/2016 2:45:22 AM

**City/State/Zip:** Milwaukee, Wisconsin 53212

**Company Complaining About:** AT&T

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## **Description**

I currently am a Milwaukee based TW customer who freelances from home, currently in Milwaukee the only two options are ATT or Time Warner. ATT currently imposes the business and commerce killing policy of data caps and if this merger passes I fear with almost 100% certainty they will pass this practice into TW customers. If this happens I will most likely be forced to move to an area with less stifling and business killing Internet Service Providers as my line of work requires heavy (400gb+) use.

Please block the merger between these two already huge corporations- business deals like these have proven to only negatively impact Americans.

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[Ticket: # 1282497 - Ridiculous internet data cap!](#)

**Date:** 10/23/2016 4:40:57 AM

**City/State/Zip:** Ranger, West Virginia 25557

**Company Complaining About:** Armstrong

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## **Description**

They imposed internet caps it was unlimited now I am only getting 300 gb a month. That's ridiculous!

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**Ticket: # 1282585 - Data caps**

**Date:** 10/23/2016 10:29:26 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast recently rolled out a 1TB cap on data usage for our internet service plan. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is not interested in upgrading existing infrastructure and is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. I have no legitimate alternatives for high-speed internet access. My area is not serviced by RCN, AT&T's highest speed offering is nowhere close to what I can get from Comcast. As such, I cannot wait for Google Fiber to be offered in Chicago to at least bring some real competition.

The addition of caps has already changed our behavior. We were interested in getting access to TV networks we didn't have through a subscription to Playstation Vue but when looking into the bandwidth requirements it seems it is not a viable option when Comcast is able to zero-rate their own offerings allows us to avoid hitting our data cap. As such we're considering going with a Comcast plan despite not really wanting to.

Comcast wants to treat data as if it were some form of finite resource which it is not. Likewise if they did want to enact such a metered solution it should be performed like any other utility in which a highly regulated and verifiable meter is used on the customer's premise in order to ensure fairness. As it stands now we are at the mercy of Comcast to whether their meter is accurate and fair.

I would also argue that the location of the meter at Comcast's end is also inherently unfair because drops and retransmissions on their network would count against the customer despite the fact it is not their fault there was a lack of infrastructure to handle the congestion.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility. If data caps are allowed to stay I ask that the FCC enact and enforce an open, verifiable, and fair customer premise metering solution.

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[Ticket: # 1282643 - Comcast Terabyte Data Cap](#)

**Date:** 10/23/2016 12:16:01 PM

**City/State/Zip:** Cicero, Illinois 60804

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has enacted a capacity on data they serve to their customers, limiting it down to one terabyte. They previously had a cap at 300 gigabytes but this has been changed. There is just no reason for these arbitrary changes. Home connections should not be subject to data caps.

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[Ticket: # 1282710 - Comcast 1tb limit](#)

**Date:** 10/23/2016 1:24:02 PM

**City/State/Zip:** Renton, Washington 98056

**Company Complaining About:** Comcast

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## **Description**

Comcast is now imposing a 1tb cap on usage. This threatens how I choose to use the internet for work since I backup offsite site using this and with the fact I stream netflix, amazon, etc. This threatens the freedom of the internet and not only that there is no reason to. With the hardware in place it just becomes a cash cow to milk people out of more money. This year it's 1tb next year, some sob story then it's 300gb.

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**Ticket: # 1282739 - Comcast Internet Data Usage Caps**

**Date:** 10/23/2016 2:00:01 PM

**City/State/Zip:** Jacksonville, Florida 32226

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about Comcast's imposition of limits on internet data usage. I, also could expound at length about their poor customer service, but I will leave that for another time.

I think data caps are unfair, since Comcast typically (if not always) has a local monopoly. In my home, Comcast is the only broadband, high speed internet provider. I have no options other than:

- accepting the cap, even as my needs increase
- switching to another provider with much slower internet speeds
- stop using the internet

The caps will become evermore restrictive as my life changes. My wife and I are providing full time care to our two grand children. Also, we are adding additional internet based services to our house: home security, smart appliances, etc. It is only a matter of time before we exceed the current cap.

Finally, I believe the Comcast data usage limit is simply another means of controlling bandwidth or internet speed based on income. Poorer people likely will not be able to keep up with increasing charges. At one time, only a few people could afford private phone lines, everyone else had to either use a party line, or travel to a neighbors house to make a call. Do we really want to return to these times with regard to our internet use?

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[Ticket: # 1282827 - Comcast's new 1TB data cap](#)

**Date:** 10/23/2016 3:26:21 PM

**City/State/Zip:** Oregon City, Oregon 97045

**Company Complaining About:** Comcast

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## **Description**

Comcast informed me that I now have a cap on my internet of 1TB per month. I'm a CGI artist and this is concerning for me because I have to transfer many large video files (upwards of 5GB per second of footage) for work. I also watch video tutorials online to learn my trade and I share many of my personal projects with other aspiring artists. This hurts me, because I send and receive a lot of data for work. This hurts other artists because I'm less inclined to share my files since I have a data limit.

Most importantly, this hurts progress. The internet is such a powerful tool and we use it for more and more every day! It's ridiculous to think that someone can use more than their share of it. This is 2016 for goodness sake!

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[Ticket: # 1282832 - Internet change](#)

**Date:** 10/23/2016 3:36:18 PM

**City/State/Zip:** West Palm Beach, Florida 33411

**Company Complaining About:** Comcast

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## **Description**

I have been a Comcast customer for 6 month I hate cable but have no choice. I was never told of change no letter no e-mail nothing. One day was watching news and saw it this is so wrong. I purchased tv and internet thru Comcast because I have no choice and was given unlimited they should not change my internet as long as I have the product. There was no contract sent to me and this is so wrong. In addition my daughter works from home this will cost me more and I am so upset with this.

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**Ticket: # 1283031 - Data Caps**

**Date:** 10/23/2016 7:01:42 PM

**City/State/Zip:** Cosby, Tennessee 37722

**Company Complaining About:** Excede/wildblue

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## **Description**

In today's modern era of high speed broadband availability and the need for mass amounts of high speed internet, data caps are a plague on society. I myself live in an area where the only available internet is satellite internet. This would be acceptable if not for the ridiculous data caps imposed by the satellite company. The plan that I have is allows for 10 GBs of high speed internet per month at the cost of 60 dollars. This is outrageous! I could get more, up to 25 GBs I believe for 150 per month which is even more laughable. I am super frustrated with this situation. I need more internet for work but I just have no other options. Please push to have these ignorant, useless data caps removed so that I can have usable internet. If that can't happen, decent internet needs expanding into my area so that I can purchase it and drop my current provider Exede.

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**Ticket: # 1283120 - Internet Data Cap**

**Date:** 10/23/2016 8:49:21 PM

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

**Company Complaining About:** Comcast

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## **Description**

Issue of data cap on internet usage is nonsense. Being a loyal customer with multiple accounts at different addresses being treated at a capped rate is not fair. My recent move I just signed a 2 yr contract with internet and home security. I did not expect to be hit with a data cap at all. If I could and would I would ditch comcast without a penalty fee I would. Once contract is over I'm looking to leave unless no datacap is placed on my account. It's sad people who run servers and services out of home can't any longer,

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[Ticket: # 1283150 - Comcast data caps](#)

**Date:** 10/23/2016 9:29:03 PM

**City/State/Zip:** Cartersville, Georgia 30120

**Company Complaining About:** Comcast

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## **Description**

Comcast intends to add data caps to consumer internet.

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[Ticket: # 1283164 - Comcast data cap](#)

**Date:** 10/23/2016 9:51:27 PM

**City/State/Zip:** Chicago, Illinois 60629

**Company Complaining About:** Comcast

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## **Description**

There is a data cap after a terabyte

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[Ticket: # 1283173 - Comcast adding Data Caps](#)

**Date:** 10/23/2016 10:01:44 PM

**City/State/Zip:** Englewood, Colorado 80112

**Company Complaining About:** Comcast

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## **Description**

I have found out that Comcast is going to cap my data usage. What country allows a company to control their customers - limiting their access to entertainment and information. These data caps need to stop happening. You have the power to keep them in check, so they don't abuse their services.

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**Ticket: # 1283257 - Complaint Against Comcast Data Cap**

**Date:** 10/24/2016 12:27:28 AM

**City/State/Zip:** Salt Lake City, Utah 84101

**Company Complaining About:** Comcast

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## **Description**

It is unfortunate to begin with that the only useful internet service in my area is Comcast. Century Link only offers 10mb/s service.

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere but not in my location, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie. This data cap is nothing more than unscrupulous cash grab.

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[Ticket: # 1283270 - Xfinity capping my service as of 11/1/16](#)

**Date:** 10/24/2016 1:13:40 AM

**City/State/Zip:** Oakland, California 94611

**Company Complaining About:** Comcast

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## **Description**

I got an email on 10/7 entitled, "An important update to your XFINITY Internet service," stating that as of 11/1/16, my service will include 1 terabyte of service per month, and an additional charge will be placed on my account if I go over that amount of data.

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**Ticket: # 1283284 - Comcast Data Caps**

**Date:** 10/24/2016 2:10:18 AM

**City/State/Zip:** Orinda, California 94563

**Company Complaining About:** Comcast

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## **Description**

Data caps are unnecessary and a direct example of price gouging.

You guys are one of the last independent regulatory agencies I and the American people can trust, twist these guys arms for us please!

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**Ticket: # 1283308 - Comcast data cap**

**Date:** 10/24/2016 5:20:20 AM

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

**Company Complaining About:** Comcast

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## **Description**

The data cap and additional billing as imposed by Comcast is in contradiction of Net Neutrality. See my below complaints on the matter:

1. I never agreed to a data limit - I'm sure they have some legal speak that allows them to make this change whenever they want, but it's not what I signed up for.
2. I cannot (and will not) monitor all devices that enter my network, I have roommates, people come over with their laptops, etc.
3. In most users cases, their networks are insecure, Comcast boxes seem to default to WPA TKIP/CCMP (even if WPA2 is enabled, we have a 'weakest link' issue here).

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[Ticket: # 1283483 - Comcast data cap](#)

**Date:** 10/24/2016 10:10:43 AM

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

**Company Complaining About:** Comcast

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## **Description**

How does having a data cap show for innovation? Allows Comcast to profit on old technology while not allowing the consumer to utilize the internet as needed.

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**Ticket: # 1283486 - Comcast(Xfinity) Internet Data Caps**

**Date:** 10/24/2016 10:11:52 AM

**City/State/Zip:** West Valley City, Utah 84120

**Company Complaining About:** Comcast

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**Description**

The caps are weeding out cord cutters, and pushing them to once again pay for unlimited internet (so comcast can supplement the cost of losing cable customers). My internet was supposed to be "Unlimited" from the time I bought it. Now I must pay 50\$ more to be "Unlimited" yet again. This will put my bill back to what it was when I had internet and TV through Comcast.

They shouldn't be allowed to do this to customers who have decided to cut the cord from their TV service. 1TB isn't sufficient when it's your main source of TV entertainment, and you have multiple people in the house watching HD streams.

It's obvious they are doing this to recoup lost revenue from people who were sick of paying high prices for their TV service. There is no other reason for them to institute these caps, other than a desire to make more money. With the little to no competition in most area's, people are forced to pay these fees, or suffer ridiculous penalties.

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[Ticket: # 1283549 - Comcast Data Caps](#)

**Date:** 10/24/2016 10:41:30 AM

**City/State/Zip:** Seattle, Washington 20850

**Company Complaining About:** Comcast

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## **Description**

The Comcast Data Caps create a similar effect as net neutrality and force consumers to pay an extra \$50 to get Data they are already paying for. This can prevent people for accessing material otherwise available to everyone because they hit the Data Cap.

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**Ticket: # 1283635 - Comcast's Data Caps**

**Date:** 10/24/2016 11:22:55 AM

**City/State/Zip:** Greensboro, North Carolina 27409

**Company Complaining About:** Comcast

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## **Description**

Comcast, now the owner of a grand majority of Americans' ability to access the internet at large, has announced they are going to begin broad utilization of data caps.

This is in spite of openly admitting there is no actual cause for this, no congestion, and no reasonable excuse for implementing them. This is a simple money grab designed to force their customers to pay them another \$50/mo for the same access we had before this was implemented.

For many people, there is no choice. We have Comcast or we have nothing.

This is unacceptable and in breach of the values of net neutrality and open access to an economic asset America thrives on.

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**Ticket: # 1283665 - Comcast Data Caps**

**Date:** 10/24/2016 11:32:28 AM

**City/State/Zip:** Deming, Washington 98244

**Company Complaining About:** Comcast

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## **Description**

I wish to protest, in the strongest terms, Comcast's unilateral imposition of data caps on the customers with whom they have contractual agreements. That includes me. I believe this violates the contracts but also the public's reliance on net neutrality. In addition, there is nothing to guarantee the company will provide accurate accountings and it plays in concert with their flow shaping controls thus undermining this crucial public resource. It also allows them to monopolize remote markets, like mine.

  


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[Ticket: # 1283712 - Internet caps](#)

**Date:** 10/24/2016 11:56:34 AM

**City/State/Zip:** Longmeadow, Massachusetts 01106

**Company Complaining About:** Comcast

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## **Description**

internet caps only benefit the isp, and are a detriment to everyone. it does not cost comcast any money to have data go through its networks, but they want to limit what we can use so that they can profit.

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[Ticket: # 1283721 - comcast artificial quotas](#)

**Date:** 10/24/2016 12:02:23 PM

**City/State/Zip:** Pacifica, California 94044

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing quotas on their broadband service. To keep the same level of service currently offered requires an additional fee of \$50.

In Pacifica, CA, there are no other high speed broadband alternatives, so customers have no choice but to pay higher prices for the same service.

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[Ticket: # 1283726 - Data Caps and Streaming Video](#)

**Date:** 10/24/2016 12:03:09 PM

**City/State/Zip:** Fuquay Varina, North Carolina 27526

**Company Complaining About:** Comcast

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## **Description**

Enforcing data caps hinder everyone, especially those who stream entertainment for a living like those on Twitch. With data caps, many streams will not only lose the ability to stream often, but they will also lose viewers and subscribers that they need in order to receive a paycheck. Please do something about comcast and their data caps.

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**Ticket: # 1283784 - Comcast data caps**

**Date:** 10/24/2016 12:23:27 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to roll out 1TB datacaps on their services. There is a near negligible cost of passing traffic over copper or fiber lines. The burden of traffic on their nodes and switching equipment is laughable.

We will reach a day where there 1TB threshold is ridiculously low for everyone across the board. I have no confidence that Comcast will re-evaluate their caps and up their limits as appropriate. This cost will become standard, as a means of nickle and diming the consumers.

I am a high consumer of net services, both for my work and for entertainment. I am currently forced to use comcast as there is no adequate competitor at this time.

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**Ticket: # 1283896 - Comcast Data Cap****Date:** 10/24/2016 1:05:08 PM**City/State/Zip:** Huntingdon, Pennsylvania 16652**Company Complaining About:** Comcast

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**Description**

It was nice that Comcast upped the Data Cap from 250 GB to 1 TB but it's still ridiculous. I'm currently using Comcasts internet and tv but would like to switch tv because the service keep going up (\$99.99 for the first year, 142.50 for the second year). I'm looking to use an internet based tv company (Playstation Vue) but I'm a little nervous because Comcast's is like a sharks with there data cap. I find it ridiculous that they are purposely charging more to use it and believe they do it because they are competing with the Vue and would rather I stay. I believe they have an unfair advantage and hindering Playstations ability to compete because of it. They keep saying that if you use more, you should pay more and keep comparing it to electricity but we know that isn't true. I was away on a business trip for 2 weeks in July and could see my internet usage was a little less then half the average for the last 3 months and guess what, I still got charged the same amount for it. If you look at my electricity bill, I paid about half compared to the same time frame (and the prices for electricity went up in the last year) because I used less. So we're not comparing apples to apples. I believe Comcast and all ISP should either remove the tier system or be punished for hindering innovations (Playstation Vue).

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**Ticket: # 1283928 - 1TB Data Cap**

**Date:** 10/24/2016 1:17:54 PM

**City/State/Zip:** Universal City, Texas 78148

**Company Complaining About:** Comcast

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## **Description**

Comcast will start capping our data at 1TB and charging \$50 to remove it. This is completely unfair and the company is just looking for more money for their greedy executives. This company is known for its shady practices and treating customers unfairly. If nothing is done about this, then I will know that the government is on their side. Please, do something for the people of this country. At this day and age we should have free wifi in major cities. It is happening in other countries already.

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[Ticket: # 1283990 - Abolish data caps](#)

**Date:** 10/24/2016 1:43:48 PM

**City/State/Zip:** Winston Salem, North Carolina 27106

**Company Complaining About:** AT&T

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## **Description**

It is getting to the point where consumers have no choice in the matter, you are practically forced into using an ISP that has data caps. They prohibit free use of the Internet and are grossly anti consumer, and have no basis in reality other than these companies being greedy. Get rid of them before it becomes an industry staple.

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**Ticket: # 1284028 - Comcast 1TB Data Cap**

**Date:** 10/24/2016 1:57:06 PM

**City/State/Zip:** Jenison, Michigan 49428

**Company Complaining About:** Comcast

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### **Description**

I have been informed that as of November 1st, I am limited to 1 Terabyte of data usage. As I work in IT and use many streaming services and VoIP service I am concerned that Comcast new policy will adversely affect my ability to remain connected to work and play.

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**Ticket: # 1284085 - Comcast data caps**

**Date:** 10/24/2016 2:21:24 PM

**City/State/Zip:** Vancouver, Washington 98684-8281

**Company Complaining About:** Comcast

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## **Description**

I have recently been informed that Comcast is rolling out their one terabyte data cap across the US fairly soon in my state. I am a Twitch,tv streamer, Youtuber, artist, designer, and video editor. With a 1 Tb data cap, it would restrict my ability to do my job, and restrict my family's ability to be entertained when they return home from their jobs.

We can hardly afford living in this apartment as is, and an extra \$50 on top of our internet bill would simply not be possible, and would force me out of my job, considering all the uploading and downloading I do in an average day. My family easily eats through tens of gigabytes per day, not to mention the gigs I upload daily to youtube, and the bandwidth needed to stream can get enormously high when my streams go for 4 hours or longer at a time.

There simply isn't any reason for the data cap to begin with, I would be understanding if everyone in my city was like me, making, uploading, and downloading hundreds of things for my job, but most people are not like me, and use a fraction of what I use. We also can't forget about the 300 GB data cap that was discovered by users in 2015, which can easily be broken by today's standards. Raising the cap isn't going to help when users like myself and my family continue to watch higher data using content, like 4k+ resolution streaming, and in my case uploading. This doesn't just affect me, it affects everyone who uses comcast, including every single person forced to pay for their services to use this apartment complex, despite not wanting their services to begin with.

In closing, I thank you for your time in reading my say in the matter. I hope that data caps are given much better reasons to exist than a business decision in the future, especially when issues like this come up so often for the same company. It's a policy that punishes those who already reach the cap monthly, and does nothing to benefit those who don't. There's not even a technical reason for it, ask any engineer that works for the company.

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[Ticket: # 1284102 - 1TB cap](#)

**Date:** 10/24/2016 2:27:06 PM

**City/State/Zip:** Virginia Beach, Virginia 23452

**Company Complaining About:** Comcast

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### **Description**

Putting a 1 TB cap is just a way to exploit consumers for more money and is ridiculous.

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[Ticket: # 1284147 - Comcast's data caps](#)

**Date:** 10/24/2016 2:41:51 PM

**City/State/Zip:** Richmond, Indiana 47374

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap implementation is unfair and unjust in this day and age. Where 4k gaming, streaming and other things are just coming into play, 1TB of data will very quickly get eaten up just by one person. If you have multiple people in your house, well then you are going to be forced to pay for unlimited data or the overage fees.

We are in 2016, data caps are from years past when 5gb a month was considered normal. You can now eat up 5gb a month just by watching 2 hours of netflix.

When we signed up for comcast internet we were promised UNLIMITED internet for the duration. Now we have to pay extra for unlimited. Comcast cannot be allowed to get away with this.

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[Ticket: # 1284160 - Comcast Data Cap](#)

**Date:** 10/24/2016 2:44:41 PM

**City/State/Zip:** Worcester, Massachusetts 01602

**Company Complaining About:** Comcast

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## **Description**

The implementation of a 1TB/month data cap by Comcast on their residential customers is capricious, and is a blatant attempt to increase revenue at the expense of its customers and all who make their money on the internet. As a web-streamer, this cap will decrease my viewership and directly reduce my incentive to participate in internet based economic activities.

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[Ticket: # 1284211 - Comcast 1TB limit](#)

**Date:** 10/24/2016 3:03:39 PM

**City/State/Zip:** Anaheim, California 92807

**Company Complaining About:** Comcast

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## **Description**

How is it legal for Comcast to limit usage to 1TB? This is ridiculous and shouldn't be allowed.

Thanks,

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[Ticket: # 1284241 - Comcast 1TB Data caps being imposed on my internet service](#)

**Date:** 10/24/2016 3:14:46 PM

**City/State/Zip:** Milwaukie, Oregon 97267

**Company Complaining About:** Comcast

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## **Description**

This data cap will negatively impact a consumer's ability to access services such as Netflix that compete against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and must not be allowed.

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**Ticket: # 1284266 - Comcast Data Cap**

**Date:** 10/24/2016 3:26:54 PM

**City/State/Zip:** Springfield, Illinois 62704

**Company Complaining About:** Comcast

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## **Description**

Comcast arbitrarily imposing data caps on customers is pure price gouging. There is no technical need for these caps just a way to charge their customers more for the service they are already paying for. Comcast doesn't have a limited supply of data like other utilities they are only supplying the medium for data transfer their is no reason for Comcast to charge and limit customers for how much data is transferred.

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**Ticket: # 1284278 - Comcast Data Caps Unjustified****Date:** 10/24/2016 3:33:17 PM**City/State/Zip:** Oregon City, Oregon 97045**Company Complaining About:** Comcast

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**Description**

Comcast is using a legacy mechanism that is intended to further push their profit while stating they had no reason beyond a business decision to implement the Data Caps. Furthermore this goes directly against Net Neutrality, in which ISP should treat all data equal. This practice is a direct shot on large bit-rate users such as Netflix, Twitch, and various streaming services. Not only that, this also hinders the advancement of things such as 4K TVs and streaming of that content. 4K will use a much higher bit-rate in order to stream at that high of quality. Instead of having it over their internet traffic, Comcast is pushing their 4K channels. While keeping their selection extremely limited.

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**Ticket: # 1284282 - Comcast Data Caps**

**Date:** 10/24/2016 3:34:07 PM

**City/State/Zip:** Buck Hill Falls, Pennsylvania 18323

**Company Complaining About:** Comcast

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## **Description**

This complaint is being filed due to Comcast's desire to implement 1TB data caps on Internet usage. The Internet is a vibrant thing that has made my online business entirely possible because of access to sites like Twitch.tv without having data caps and as more technology becomes accessible data use rates will continue to go upwards. Instituting data caps is a de-facto violation of "net neutrality" as it will limit the use of high bandwidth sites like Twitch.tv to those that can afford "better access" at the consumer level to remove these data caps. I deliberately moved out of the area I lived in before so that I had different internet options to avoid Comcast's poor level of service at high prices but many people do not have that option which highlights the need for ensuring that data caps do not become common-place. Charge everyone the same price for the speed you want and don't have artificial limits in place to prevent people from getting what they need.

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**Ticket: # 1284325 - Data Caps**

**Date:** 10/24/2016 3:48:28 PM

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

**Company Complaining About:** Comcast

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## **Description**

I am a heavy user and am reliant on the internet. My household uses upwards is 1tb of data each month due to our jobs. With Comcasts new 1tb data cap, this will put a hinder on out usage and force us to pay more for the data we use, even though we rely on it to do our jobs. This kind of behaviour from an internet provider is ridiculous and should not be allowed. With technology going towards 4k streaming in the coming years, this cap will limit usage everywhere.

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**Ticket: # 1284339 - Comcast Data Caps**

**Date:** 10/24/2016 3:49:52 PM

**City/State/Zip:** Knoxville, Tennessee 37920

**Company Complaining About:** Comcast

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## **Description**

Data caps, of any form, through any company are a hindrance to innovation and the future of technology. They serve no purpose, nor are there any legitimate reasons for enforcing a data cap other than a blatant cash grab and an excuse to not update infrastructure. The current cap of 1TB is far to inadequate for today. It is especially inadequate for when 4k streaming becomes mainstream and can use upwards of 7GB of data per hour. This is placing a hindrance on speeds. This is simply unacceptable when compared against other countries whose entire country has 1GBPS internet access speeds.

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**Ticket: # 1284442 - Comcast Data Caps**

**Date:** 10/24/2016 4:19:10 PM

**City/State/Zip:** Bloomfield Hills, Michigan 48301

**Company Complaining About:** Comcast

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## **Description**

With Comcast's introduction of a 1TB data cap per month. There is no reason for Comcast to impose these caps except to raise prices on an already vital service. There is very limited competition on internet service in many areas of the country including my own.

This lack of geographic competition makes it clear that this is a regulatory issue. 1TB of data now may be a reasonable cap but it will not be in the near future. Secondly I am concerned that this may be a limiting tactic by Comcast against streaming providers. Streamers are a direct competitor to Comcast's cable TV business and Comcast may be using its internet business to limit that competition.

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**Ticket: # 1284464 - 1 TB Data Cap Comcast**

**Date:** 10/24/2016 4:29:54 PM

**City/State/Zip:** Grafton, Massachusetts 01519

**Company Complaining About:** Comcast

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## **Description**

Completely unfair and ridiculous that a data cap of 1 terabyte is being forced on customers. There have been releases from Comcast admitting that there was no congestion or utilization issues that justified this cap. They are doing this solely for profit, and to hurt consumers. With 4K streaming right around the corner this cap will be consumed quickly. Ten years ago 5gb of bandwidth may have seemed excessive but today that would be a few hours of Netflix. We will reach a day where the 1TB threshold is ridiculously low for everyone across the board. This should not happen and we will not take this sitting down.

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[Ticket: # 1284503 - Comcast 1Tb Data Caps.](#)

**Date:** 10/24/2016 4:47:32 PM

**City/State/Zip:** Federal Way, Washington 98023

**Company Complaining About:** Comcast

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## **Description**

This data cap garbage is a legacy mechanism resurrected to allow Comcast to rake in more money. There have been releases from Comcast admitting that there was no congestion or utilization issues that justified this cap. They also claim that it's about being fair - charging those who use more data more money; however, it's not fair, because those who less still pay the same amount. We're also paying the same price, for a feature that used to be free.

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**Ticket: # 1284634 - Internet Data Cap**

**Date:** 10/24/2016 5:34:38 PM

**City/State/Zip:** Riverside, Illinois 60546

**Company Complaining About:** Comcast

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## **Description**

The internet is a commodity most households have access to. Comcast has recently applied a 1TB data cap to their service per month. As a person who utilizes the internet to operate their business, I utilize more than 1TB every month just through business alone, not including watching movies and TV shows.

This internet data cap serves no purpose for Comcast other than a cash grab since they confirmed there is little to no congestion on their services. No internet service should be able to set data limits.

<http://www.extremetech.com/computing/212376-comcast-admits-that-its-data-caps-are-a-business-decision-not-an-engineering-requirement>

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**Ticket: # 1284652 - Concerning Comcast's 1TB data cap**

**Date:** 10/24/2016 5:40:12 PM

**City/State/Zip:** N/a, Georgia 30115

**Company Complaining About:** Comcast

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## **Description**

The release of a 1TB data cap by Comcast is extremely concerning to me, and I would like to voice my views on why this data cap is a very bad thing. First I should state that I am an avid watcher of online content, and have not watched cable television in several months. I am greatly in support of platforms like Netflix, Amazon Prime, and Twitch, so this cap is serious business with the upcoming 4k content likely rolling out from these platforms in the coming months.

This new cap, if this is their intention or not, is timed very closely before many platforms will allow much larger file sizes for streamed content, and practically guarantees that the majority of their customers who watch Netflix, Hulu, Amazon Prime, or other services will go over their data cap. From my perspective as of the 24th of October, I have alone used almost 750GB of the data cap just from using Twitch.tv and YouTube at their default settings.

I highly emphasize the danger of allowing a company to impose a data cap when so much of our lives rely on the internet to do basic functions.

Anything that is needed for functioning as a normal citizen in our society should not have a limit to how much we can consume, given that there is a rate at which we can consume it.

Thank you for your time, and I hope you consider this position.

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[Ticket: # 1284741 - Comcast Terabyte Internet limit](#)

**Date:** 10/24/2016 6:27:06 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast has implemented a terabyte limit despite your rulings and assuring me that they were not looking to implement anything like that.

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**Ticket: # 1284752 - Unethical, Unnecessary Data Caps from Comcast**

**Date:** 10/24/2016 6:33:17 PM

**City/State/Zip:** St Cloud, Florida 34772

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are, to not put too fine a point on it, a ridiculous, consumer-hostile, bafflingly greedy practice that does \*nothing\* for any consumer, and only serves the bottom line of Comcast. They have even admitted that these caps serve no practical purpose; they are literally just instituting data caps to screw people over and make more money because they think they can get away with it. Data caps negatively impact everyone; data is not a finite resource, one consumer using a lot of data does \*not\*, in any way, negatively impact any other user on a different connection. These data caps are unethical, pointless, and greedy, and they should not be allowed to happen.

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**Ticket: # 1284761 - Data Usage Caps and the effect on avid internet users**

**Date:** 10/24/2016 6:39:38 PM

**City/State/Zip:** Jacksonville, Florida 32212

**Company Complaining About:** Comcast

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## **Description**

To be short, sweet, and to the point, I live in an area where Comcast has a monopoly. There are no direct competitors and no alternatives for internet service providers. Starting November 1st, Comcast will be putting my internet usage under a 1TB data cap. This is unacceptable. I stream as a side-job and as a hobby on Twitch.tv and once the data cap is implemented I will be forced to shell out a premium for them not to impose a limit on my internet activity. My living is based off of me uploading content to youtube, twitch, twitter, etc. and in order to do that effectively I need to be kept in the know of what is going on regarding all aspects of streaming and video game news. This is deeply troublesome because if the data caps are imposed I will only be able do 34.7% of what I currently do a month. Not including hosting my own personal website on that same connection and providing various web services, all of which use data.

Please, for the love of god, tell Comcast to go fuck themselves and not to take away my freedom to reap the benefits of what I've spent 2 years building. I genuinely believe they do not have the basis to take away my freedom of undeterred browsing because they want to create more profits and push their share prices up.

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[Ticket: # 1284787 - Open Internet](#)

**Date:** 10/24/2016 6:51:52 PM

**City/State/Zip:** Nashua, New Hampshire 03063

**Company Complaining About:** Comcast

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## **Description**

The internet should not be data capped. I should be able to obtain data and as much of it as I want without being restricted with a cap.

Unless there is a infrastructure reason that the data should be capped, it should not be done. Until there is fair competition for all areas of the US, then data capping should not be done.

Thank you for your time!

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**Ticket: # 1284838 - Comcast's Outrageous 1TB Data Cap**

**Date:** 10/24/2016 7:17:26 PM

**City/State/Zip:** Lockport, Illinois 60441

**Company Complaining About:** Comcast

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**Description**

Comcast's 1TB monthly data enforcement is about to take place or has already been in-place for some markets such as mine, in this day in age this cap is not only too low but also unnecessary. With the world moving towards streaming everything, large file sizes in anything from movies to video games to regular automated updates to operating systems/phones/etc, things add up and you can easily go over 1TB.

Please read this article where Comcast states this is a business statement and that there's no congestion on the network: <http://www.extremetech.com/computing/212376-comcast-admits-that-its-data-caps-are-a-business-decision-not-an-engineering-requirement>

The FCC needs to step in here and help the consumers. I also believe that Internet should be a utility already just as water, power, etc are.

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[Ticket: # 1284862 - Comcast and data caps.](#)

**Date:** 10/24/2016 7:31:11 PM

**City/State/Zip:** Hillsboro, Oregon 97123

**Company Complaining About:** Comcast

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## **Description**

By placing caps on internet usage, Comcast (and other companies that employ this practice) are essentially going to slow the growth of the Internet of Things. Movie streaming, gaming, everything.

The future is moving towards more things being done across the internet, and capping and charging obscene rates for it, when Comcast themselves admitted there are no congestion issues that would warrant a cap, only serve to slow innovation and harm consumers.

This also sounds like a violation of net neutrality, since they exempt their own services from the cap.

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**Ticket: # 1284876 - Block Comcast Data Caps****Date:** 10/24/2016 7:41:54 PM**City/State/Zip:** San Jose, California 95126**Company Complaining About:** Comcast

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**Description**

On knowledge and belief, Comcast is rolling out a new data cap of 1TB for its customers. As a company that which is allowed to operate a virtual monopoly, the government has a responsibility to step in and prevent abuses such as this; a ploy to increase their bottom line. While it might be true that a very small number of customers will be affected by this policy change currently, Comcast has likely calculated that the \$50/mo price tag to lift its artificial data cap to be a revenue driver only a couple of years down the line as information technology bandwidth requirements grow exponentially. Comcast has acknowledged that there is no congestion issues with its network. It may be that this new policy claims to combat piracy or create "fairness" between the top percentile of users and the median; these are straw-man arguments and should be dismissed as such. These Comcast data-caps are a dangerous precedent and shouldn't be allowed to move forward. Thank you.

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[Ticket: # 1284880 - Comcast Data Caps](#)

**Date:** 10/24/2016 7:43:23 PM

**City/State/Zip:** Chicago, Illinois 60010

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a 1 Terabyte data cap per month on my internet service. They claim this is due to limited resources which has been proven to be false. This is just a new ploy by Comcast to extract more fees from their customers that have no other options.

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[Ticket: # 1284898 - Comcast's new 1TB data cap](#)

**Date:** 10/24/2016 7:55:47 PM

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

**Company Complaining About:** Comcast

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## **Description**

Hello, the policy Comcast is starting Nov. 1st to institute a 1TB data cap on new markets runs counter-intuitive towards free and open internet ideals. Comcast has stated it is not a limit due to hardware, but a business decision. As a business decision it will harm many that use the internet in various ways, such as streaming entertainment or downloading games and movies legally obtained or purchased.

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**Ticket: # 1284924 - Comcast Data Usage Plan****Date:** 10/24/2016 8:06:35 PM**City/State/Zip:** Davis, California 95616**Company Complaining About:** Comcast

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**Description**

I received a notice in the mail from Mr. Hank Fore of Comcast of Comcast notifying of a new usage based data plan, limiting my account's internet use to 1 TB a month. As a University Student in on-Campus housing it is outrageous that not only would such an unacceptable and immoral restriction would not only be placed on me, but those attempting to further themselves and the country at an institution of higher learning. These even do so with unsubstantiated factoids of what a Terabyte could do so without context such as so many hours of video at a certain compression or bit-rate and further use doublespeak stating that their plans are based on the principle of fairness. As a University Student, I can guarantee that both those around me not only use a higher amount of data, but also do so for advance the technology and practices that have built these systems that our modern communication depends on. They even making the egregious error of choosing to speak for the "vast majority" of their own customers. They talk about ways of managing your data usage, when Comcast itself serves ads, thereby making money off on both ends of a customer's data usage by increasing data used and charging more for it. Not a data cap, an extortion of customers based on Comcast's service of both ends of Internet Consumption, but it also violates the principle of Net Neutrality that our open Internet was built on and threatens the further social advancement that we all hope to achieve.

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**Ticket: # 1284925 - Comcast 1TB Cap**

**Date:** 10/24/2016 8:06:45 PM

**City/State/Zip:** New Albany, Indiana 47150

**Company Complaining About:** Comcast

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## **Description**

[https://www.reddit.com/r/Twitch/comments/594xi0/comcasts\\_1tb\\_data\\_cap\\_is\\_rolling\\_out\\_across\\_the/](https://www.reddit.com/r/Twitch/comments/594xi0/comcasts_1tb_data_cap_is_rolling_out_across_the/)

This link should help summarize my complaints about the possibility of Comcast rolling out the 1TB Cap they're planning.

<http://www.extremetech.com/computing/212376-comcast-admits-that-its-data-caps-are-a-business-decision-not-an-engineering-requirementv>

Here, Comcast admits that they have no real reason for this cap, that their data is not being congested or having any sort of utilization issues.

This is just a greedy plot by Comcast to rake in more cash and be the money-grubbing company they always have been.

Please stop them!

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[Ticket: # 1284932 - Comcast data caps](#)

**Date:** 10/24/2016 8:07:35 PM

**City/State/Zip:** Houston, Texas 77082

**Company Complaining About:** Comcast

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## **Description**

I would like to file a complaint about Comcast initiating a 1TB monthly data cap. For those of us who work on the Internet, this cap is prohibitive to productivity. The Internet should be open and usable for all with no limits on what we can watch, stream, play, or download. I would like this policy of Comcast reviewed. I was forced to cancel my service with them because the Internet became too expensive for me. They have specifically stated that they are doing this to guarantee more money for themselves and not due to congestion.

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[Ticket: # 1284952 - Comcast data cap](#)

**Date:** 10/24/2016 8:26:31 PM

**City/State/Zip:** Blaine, Minnesota 55434-3221

**Company Complaining About:** Comcast

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## **Description**

Introduction of data cap in next billing month without express written authorization or similar notification.

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**Ticket: # 1284958 - Data Caps**

**Date:** 10/24/2016 8:28:30 PM

**City/State/Zip:** Westlake, Louisiana 70669

**Company Complaining About:** Mediacom

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**Description**

I recently submitted a complaint against Vyve Broadband and received an unsatisfactory response from Regional General Manager Dave Harwood.

He disregarded a few paragraphs in my complaints and ignored some of my questions. It seemed like he did a cookie cutter response, so I will restate some of the questions he did not answer and put my rebuttal here as well.

1. You stated that 99% of your customers use less than the 1TB data cap. Of course most customers will not go above the cap, because it is a CAP. What happens when someone approaches a cap? They STOP so they do not go over it. T-Mobile did a study and it showed that citizens that had an uncapped data plan used 20-30x more data than ones without.

(<https://www.publicknowledge.org/news-blog/blogs/t-mobile-data-roaming-petition-proves-wireless-data-caps-are-about-market-p>) You stated the average consumer uses 150GB a month, which is we take the low average from the study it means that your AVERAGE customer would use 3TB of data. So your statement about "listening" to your customers is false since you are not providing the AVERAGE customer the amount of data they would truly use.

2. You claimed there is no "cap" on my usage, just "should you exceed the monthly data limit for your plan, you will enjoy the same internet speeds, but will be charged extra \$10 per 50GB.

You lied Mr. Dave, as Wikipedia states "A bandwidth cap, also known as a band cap or a data cap,[1] limits the transfer of a specified amount of data over a period of time. Internet service providers commonly apply a cap when a channel intended to be shared by many users becomes overloaded, causing a strain on the provider. The provider then charges based on the amount the subscriber goes over." ([https://en.wikipedia.org/wiki/Bandwidth\\_cap](https://en.wikipedia.org/wiki/Bandwidth_cap))

That is EXACTLY what you sent in the letter, which mean there is a "cap" Mr. Dave.

3. Yes you provide a data meter to prevent me from going over the CAP, which is why 99% of the people don't go over, because it is a CAP.

4. You state that you incur cost based on the volume of data used by your customers. However, if this is the case, why do you provide UNLIMITED HD VIDEO STREAMING of cable? Its the same EXACT data being sent but you don't have a "cap" on it.

Studies have shown that during PEAK HOURS is when you have congestion and that is the biggest threat, not the AMOUNT OF DATA (<https://www.newamerica.org/oti/policy-papers/capping-the-nations-broadband-future>)

You state the "cost" is the reason, and if this is true, then why is the prices increasing and caps being enforced when the overall cost to provide data has been decreasing?

5. You stated that the FCC supports data cap however the FCC has always been consumer based. Lobbyist from ISP's have attempted to pass provisions that hurt the consumer. The amount of research and studies that have proven your statements wrong are copious and you are blind if you believe your "customers" want a data cap.

You are preventing growth, you are not allowing customers to watch what they need. Netflix offers 4k video streaming, which can use up to 8GB for an hour of footage. However, we will not be able to watch stuff and ENJOY our internet because of data caps.

If you are truly for the "customer" then provide a plan with unlimited data, after all you provide unlimited HD movies on my TV cable subscription, so why not on my internet subscription? They use the same data.

Internet is a utility NOT a luxury.

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**Ticket: # 1284990 - Xfinity by Comcast data capping**

**Date:** 10/24/2016 8:49:47 PM

**City/State/Zip:** League City, Texas 77573

**Company Complaining About:** Comcast

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## **Description**

<https://www.google.com/amp/s/www.engadget.com/amp/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/?client=ms-android-att-us>

I am against data capping. Since Internet is now a utility, it should be regulated more strongly by the FCC. We need to start enforcing net neutrality regulations. Internet construction and establishment was publicly funded and should not be allowed to be privately capitalized at the expense of US taxpayers, and solely for the benefit of business. Internet is increasingly a daily necessity in life for school, work and other personal reasons. Data capping is a predatory practice and should be considered illegal. There is no shortage of data and these assertions should be considered false until factual 3rd party research proves otherwise.

Comcast is an oligopoly and is one of only a few options I have for Internet, of which only one of the companies offers a comparable service.

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**Ticket: # 1285018 - 1 terabyte datacap going into effect November 1, 2016**

**Date:** 10/24/2016 9:08:03 PM

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

**Company Complaining About:** Comcast

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## **Description**

I have just learned my internet service provider (ISP), Comcast, will be capping my previously unlimited internet connection to one(1) terabyte per month. Comcast is the only ISP in my area to offer 21st century bandwidth levels of bandwidth or in your parlance "broadband". I had previously been a customer of Sonic.net, a local ISP whose connection to my home barely made it to 20 Mbps. I will likely return to the 20th century levels of bandwidth offered by Sonic.net to support a company doing it's best to offer competitive products that are customer focused. Comcast is using it's position as the only ISP to offer actual broadband speeds to extort more money for less service from it's customers. Why did the same service that has no caps cost \*less\* in October than it would in November ? Is there some benefit to the customer ? No, the only benefit is to Comcast and it's shareholders.

My understanding of the current situation is that the only truly 'broadband' options left open to a customer in my area (the SF Bay Area) now have data caps. ATT instituted absurd data caps of 2 or 300 GB and now Comcast will institute a 1000 GB (1 TB) cap. Both want to nearly double one's bill (or more) if one uses more than the allotted amount, clearly indicating that these new policies are nothing but a cash-grab by companies that have not kept up in the 21st century market place. They need to replace their dying businesses, in ATT's case of long distance charges and in Comcast's case of cable TV access.

My household are heavy internet users, although we do not run enough bandwidth through our connections to run past these caps today, tomorrow will be a different story as it will be for every consumer. It's quite obvious these data caps will effect a lot more than the 1 or 2 percent of customers Comcast and ATT claim they will once the majority of households are streaming very high resolution video content and utilizing services we cannot at this time foresee (VR or some version of 360 degree video come to mind). Will these new services have to cut off a piece of their pie to these ISPs for each customer that connects to them. I can't see that working very well; save yourselves some work in the future and prevent them from these caps today. If the ISPs come back with increased prices, every customer can make decisions that support a future open internet (or not) and not just those who have their ears to the ground.

In short I ask you, the FCC, to work for the consumer in fighting these unfair backward's looking anti-competitive practices by the ISP's that have been granted monopolistic powers in most areas of the country.

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[Ticket: # 1285057 - Comcast 1TB data caps](#)

**Date:** 10/24/2016 9:40:45 PM

**City/State/Zip:** Davis, California 95616

**Company Complaining About:** Comcast

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## **Description**

These data caps are rolling out in November for Comcast customers, and are not due limited bandwidth or any kind of limited availability of service. It is simply a way to profit off of customers who stream or upload video and audio. The 1TB limit is completely arbitrary beyond being a Goldilocks zone for overage fees.

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**Ticket: # 1285095 - Comcast data cap**

**Date:** 10/24/2016 10:19:26 PM

**City/State/Zip:** Buckley, Washington 98321

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,



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**Ticket: # 1285104 - Comcast Data Caps****Date:** 10/24/2016 10:22:14 PM**City/State/Zip:** Lemoore, California 93245**Company Complaining About:** Comcast

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**Description**

As you are most likely aware, Comcast has been rolling out data caps nation-wide on their customers. While 1 TB of data seems like a large number, in the case of my household, it is not. My household uses over 1.5 tbs of data per month. We make heavy use of broadcasting services such as Twitch and Netflix, in addition to console and PC gaming. We even pay extra for Comcast's business class just to not have to worry about a data cap (back when Comcast had secretly implemented a 50 gb cap a few years ago). We simply cannot afford the additional fee for going over a cap we once didn't have (or at least have to worry about).

It doesn't help that Comcast is essentially a monopoly in many areas where they provide service, despite their CEO's claim to the contrary while exactly describe a monopoly. In my area, the only available ISPs are AT&T DSL, Comcast and local dial-up. I used to have AT&T DSL, but I stopped using them when they repeatedly refused to improve the quality of their phone and DSL services.

This data-cap that Comcast will implement will do considerable financial harm to many households, such as my own, that depends on unfettered bandwidth for their livelihoods as well as information and entertainment.

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**Ticket: # 1285121 - Comcast Data Caps****Date:** 10/24/2016 10:38:08 PM**City/State/Zip:** Cottage Grove, Minnesota 55016**Company Complaining About:** Comcast

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**Description**

As an avid user of the internet, these types of data caps are restrictive, unfair, and unnecessary. Even Comcast has said this themselves <http://www.extremetech.com/computing/212376-comcast-admits-that-its-data-caps-are-a-business-decision-not-an-engineering-requirement> . Now, as a student that shares a connection despite having to watch many hours of video lessons, remote video connections (as I study ITT) and of course the occasional recreational data usage for entertainment, this will affect me personally and raise my cost of living because as it is not just myself using the connection, a 1TB cap is far too small. Despite them saying "customers who use less, pay less" to justify these caps, costs are not going down. As a service nearly everyone must use every day, with many like us not having a choice in which company provides for us, this should be classified as a utility and such practices disallowed.

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**Ticket: # 1285126 - Xfinity Data usage change**

**Date:** 10/24/2016 10:39:50 PM

**City/State/Zip:** St. Paul, Minnesota 55105

**Company Complaining About:** Comcast

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## **Description**

I received an email on October 6th informing me of a change to Xfinity's data usage plan. I currently have a two year contract with Xfinity for cable tv and internet with unlimited data. In my area, Xfinity will be changing from unlimited to one terabyte of data. You can then add unlimited data for an additional \$150 per month. I've attached the I email I received. According to Xfinity, they can change the terms of the contract at any time, yet if I were to do so, I would be penalized.

While my family does not currently come close to using that much data, this trend is of greater concern. More and more people are turning away from cable and streaming much of their entertainment and news. A home with just a few teenagers, I'm sure sure would go well over this terabyte of data. The internet needs to be available to all and not cost prohibitive. Thank you.

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**Ticket: # 1285131 - Stop Comcast Greed**

**Date:** 10/24/2016 10:43:53 PM

**City/State/Zip:** Dracut, Massachusetts 01826

**Company Complaining About:** Comcast

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## **Description**

Comcast keeps pushing their 1TB data cap for internet usage to more and more states. My state is not currently affected, but it's only a matter of time. They should not be allowed to put a cap on anyone's access to the internet. This is just a way for them to impose more fees on their customers because they offer an unlimited data option for an extra \$50 a month. They claim that this won't affect 99% of their customers, but it is actually very easy to reach the limit with a family of 4 with only average usage. This company is notoriously greedy and they essentially have a monopoly in many markets. They should not be allowed to use this strategy to force all of their customers to use the internet less which in turn forces everyone back to their dying cable service. This data cap nonsense has to stop.

For reference: <https://dataplan.xfinity.com/faq/>

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[Ticket: # 1285137 - Comcast Datacap](#)

**Date:** 10/24/2016 10:50:12 PM

**City/State/Zip:** Everett, Washington 98204

**Company Complaining About:** Comcast

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### **Description**

Comcast sprung a data cap out of know where, that is inadequate for modern needs. Then tells me they will charge me 60.00 more for the same service I already had before the data cap.

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**Ticket: # 1285138 - Open Internet and Data Caps**

**Date:** 10/24/2016 10:50:36 PM

**City/State/Zip:** Wyoming, Michigan 49509

**Company Complaining About:** Comcast

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**Description**

[https://www.reddit.com/r/news/comments/5681ud/comcasts\\_1tb\\_data\\_caps\\_start\\_to\\_roll\\_out/](https://www.reddit.com/r/news/comments/5681ud/comcasts_1tb_data_caps_start_to_roll_out/)

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**Ticket: # 1285147 - Comcast**

**Date:** 10/24/2016 11:03:42 PM

**City/State/Zip:** Shirley, Massachusetts 01464

**Company Complaining About:** Comcast

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## **Description**

Comcast is looking to expand its data caps on home internet to a much larger portion of the US and I feel these practices are against an open Internet and pose a tremendous threat to net neutrality. Fortunately these caps are not coming to my area as of yet, I fear they will come shortly and this practice may become the norm. Due to limited competition in my area and many others, I won't have an option to avoid this change if I want to keep speeds that should be available nationwide, but aren't. Please don't let Comcast and other ISPs continue to use practices that are so anti-consumer. While this complaint will most likely warrant an auto response from Comcast, I hope that more people will file complaints to the point where something has to be done to stop this monopoly.

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[Ticket: # 1285158 - Comcast data caps](#)

**Date:** 10/24/2016 11:12:02 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcasts new data caps are a blatant cash grab. They are trying to establish data caps now knowing that streaming services are constantly increase video quality and soon even non heavy users will exceed the data cap. Addwit does not cost the company more money to transfer more data.

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**Ticket: # 1285185 - Unreasonable restriction of services**

**Date:** 10/24/2016 11:36:03 PM

**City/State/Zip:** Peculiar, Missouri 64015

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

██████████

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[Ticket: # 1285187 - Comcast 1tb data cap](#)

**Date:** 10/24/2016 11:39:20 PM

**City/State/Zip:** Orem, Utah 84097

**Company Complaining About:** Comcast

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## **Description**

Comcast is intending to add a 1tb data cap to my plan. As data usage grows over time due to file sizes growing, this is simply an excuse to charge more while restricting users. The data cap certainly will not be raised alongside the growth of file sizes, and it makes no sense to be limited by something that they have admitted is not an issue for their infrastructure at all.

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[Ticket: # 1285200 - Comcast data caps](#)

**Date:** 10/24/2016 11:57:40 PM

**City/State/Zip:** Murfreesboro, Tennessee 37128

**Company Complaining About:** Comcast

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**Description**

Unfair practices

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**Ticket: # 1285205 - Comcast Data Caps**

**Date:** 10/25/2016 12:02:54 AM

**City/State/Zip:** Bellevue, Washington 98007

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to roll out data caps to my area. As someone who works in the datacenter field, data caps are completely pointless and not relevant to the infrastructure update Comcast is trying to make the general public think is necessary. The amount of data people consume, is not the issue. I have looked into switching companies, and there are NO other internet companies that provide services to my area with the speed that I require (> 20mbps). These problems combine to force me to stay with a company doing practices I do not approve of.

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[Ticket: # 1285217 - Data caps](#)

**Date:** 10/25/2016 12:38:36 AM

**City/State/Zip:** Los Banos, California 93635

**Company Complaining About:** Comcast

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## **Description**

When I signed my contract with my internet service provider, which is Comcast, I didn't sign up for data caps to be put on my account. They then sent me a message a month a half later that data caps will be put on my account but I didn't sign up for this so this hardly seems legal and is highly unethical.

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[Ticket: # 1285222 - Comcast Data Cap](#)

**Date:** 10/25/2016 12:45:46 AM

**City/State/Zip:** Blacksburg, Virginia 24060

**Company Complaining About:** Comcast

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## **Description**

Comcast is pushing a 1 TB data cap across the US in a week . Things like 4k streaming or downloading a video game will result in quickly hitting the data cap. Not only is the data cap unfair, but Comcast having a monopoly on service in many areas means that many consumers will have to pay to remove the cap. The internet isn't going to run out from consumers using too much of it, the data cap is being placed arbitrarily by Comcast as a way to increase profits.

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[Ticket: # 1285224 - Comcast 1TB Data Cap](#)

**Date:** 10/25/2016 12:49:48 AM

**City/State/Zip:** Denver, Colorado 80239

**Company Complaining About:** Comcast

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## **Description**

I believe it is not right for comcast to limit our data usage to 1TB. In today's technological world most of us don't use a TB of data but for those of us that know how to use the internet and use it daily for work, school and recreational shouldn't be limited to 1TB. For those of us that have the ability to use the internet to its full potential, we shouldn't be capped from using it the way it was meant to be used.

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[Ticket: # 1285226 - Comcast 1TB data cap](#)

**Date:** 10/25/2016 12:52:05 AM

**City/State/Zip:** Portland, Oregon 97230

**Company Complaining About:** Comcast

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## **Description**

This is ridiculous and has no justification beyond raking in more money. It will only hurt streaming services and providers, as well as heavy content providers on Youtube and gamers utilizing services like Steam.

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[Ticket: # 1285230 - Comcast's 1TB data cap](#)

**Date:** 10/25/2016 1:06:36 AM

**City/State/Zip:** North Royalton, Ohio 44133

**Company Complaining About:** Comcast

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## **Description**

Comcast is applying a 1 TB data cap to all its customers, but for a \$50/month fee they can remove this cap. They have admitted that there is no reason for this data cap and I feel this is nothing more than a cash grab.

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**Ticket: # 1285235 - Comcast's Data Cap for Home Internet****Date:** 10/25/2016 1:10:03 AM**City/State/Zip:** Cape Coral, Florida 33993**Company Complaining About:** Comcast

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**Description**

Comcast's new data cap is ridiculous.

First, one big issue is that Comcast is not announcing this new change in policy. They don't send you an email, letter, or call you up about these changes that are happening. I only found out because I read about it online in an article. If I had not stumbled across it, November 1st would have rolled around, the new 1TB cap would've been activated for our household, and we would've gone over it easily and been billed extra for something we had not been informed about. That alone should be throwing up a bunch of red flags. They're preying on customers who won't pay attention to the increased price in the bill, or people who have automatic bill payments. Even when I called to confirm that these changes were happening, the first Comcast agent said we were already under a 300GB internet cap, which wasn't true. It wasn't until we got to the third agent that he confirmed we didn't have a cap, but the 1TB cap would go into effect November 1st.

They tested caps in parts of the country by putting 300GB caps on home internet, and now they're forcing all customers to a 1TB(1,024 GB). That doesn't sound so bad, right? People who had the 300GB cap now have an increased cap, a bit more than triple. That is true, except the 1TB cap is still not enough. For a decent amount of people, they won't even notice. People who sparsely use the internet.

The real issue is with everyone else. We're in a new age where internet is very important. Just like back in the day, you needed a home phone. Everyone had a home phone, it was a necessity. Internet has quickly grown in importance and is even more of a necessity than home phones back in the day, because it does so much more.

People need the internet, and the majority of people use a lot of internet. Emails, videos, video streaming, Voice over IP(VoIP), downloading games, reading the news, online shopping, social media, and so much more require the internet. One person alone can easily reach a 1TB cap a month depending on their internet usage, especially if they do IT work or other computer related professions at home. The real problem comes in when you have 2+ people at home. What about a family of 4? I can easily tell you how that goes, because I live at home with my family. The 4 of us watch YouTube, Netflix, and Twitch on a daily basis. Not only that, but we play games, and the size of games have been getting bigger the last few years exponentially. We, as a family, easily hit 1TB of data before the month even ends. What are we supposed to do, pay an extra \$50 a month for unlimited data when it was already unlimited for years? We live week to week as it is, we can't afford that. We save money by staying home most nights and weekends, playing games together, watching movies on Netflix, or having our own time on YouTube. This all requires internet.

Then comes Comcast, putting a cap on how much internet we can use before going over the cap and getting additional charges. Surely if the internet was a costly resource, it would've been capped since the beginning. No, it isn't. It doesn't cost Comcast more money if a customer uses more or less internet, they even admitted it once or twice. THIS is the main problem. They are capping the internet and charging more if you go over, or charging for unlimited internet. But Internet usage does not cost them anything.

The only thing they can charge customers for that actually costs them money, is home installations, being connected to the ISP, modems, and internet speeds. Home installations is connecting the home to the ISP, and modems is renting or buying modems from the ISP(In this case,Comcast). Internet Speed costs is having a better connection, either through better cables to connect to the ISP, or getting priority over other customers when using internet from the ISP. However, in no way, shape, or form is internet usage costing an ISP a single dime. Sure, using their service should cost money, but using more of their service doesn't cost them anything. They aren't pumping water or gas to the house, a resource that is used up. Internet usage is simply being connected to the network and that is it, they aren't spending money to send data to my home network.

Not only that, but while under the cap, you can't stop using data. By that, I mean that if you're close to reaching the cap, it would make sense to turn the internet modem off and think no more data is being used. Nope, that is incorrect. Comcast constantly sends information to your home network. Not only does that mean that unplugging your modem won't stop your data usage from stopping, but that your monthly data you're allowed to use is wasted. The useless information Comcast sends out to your home network wastes your monthly data limits. You could unplug your modem at the start of the month and leave it so until the end of the month, check your monthly usage, and see that 100GB or so was being used up even though you did not use any internet at all.

They say we have 1TB of data a month, but it might as well be 900GB.

Bottom of the line: Internet usage does not cost Comcast anything, so why is it being capped? There is no other reason, then them trying to earn more money than they already do, even though they are a big monopoly, where many people in plenty of states have no choice but to use Comcast.

Look at any city that has google fiber, and you'll see Comcast's prices are lower there than anywhere else. They're simply abusing their monopoly status, charging high prices and now enforcing caps.

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[Ticket: # 1285275 - Comcast Data Caps](#)

**Date:** 10/25/2016 3:24:59 AM

**City/State/Zip:** Mountain View, California 94040

**Company Complaining About:** Comcast

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## **Description**

On November 1, 2016 Comcast plans on rolling out a 1 TB cap across the country. This cap is being placed in anticipation of the inevitable increase in data streaming and is unreasonable given that growth.

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**Ticket: # 1285288 - Comcast 1TB Data Cap**

**Date:** 10/25/2016 5:50:08 AM

**City/State/Zip:** Niwot, Colorado 80501

**Company Complaining About:** Comcast

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### **Description**

I am currently locked into a 1 year contract with my ISP. I signed up with them for this contract a few months ago. They did not communicate any information regarding a data cap of any sort when I signed up for service. I would not have signed up for if I knew there was a data cap. If I cancel my service today then I will be charged an early termination fee of several hundred dollars.

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[Ticket: # 1285413 - Contract breach](#)

**Date:** 10/25/2016 8:43:19 AM

**City/State/Zip:** Saint Paul, Minnesota 55117

**Company Complaining About:** Comcast

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## **Description**

I signed a one year contract with Comcast, and made sure that at the the time of signing that there were no data caps in the contract. Comcast modified the contract without my agreement and added a data cap.

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**Ticket: # 1285499 - Data Caps**

**Date:** 10/25/2016 9:48:37 AM

**City/State/Zip:** Ypsilanti, Michigan 48197

**Company Complaining About:** Comcast

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## **Description**

I am writing in regards to the unjustified other than Money mongering about the Comcast Data Cap being pushed out.

1TB is seriously low for most users seeing everyone streams rather than pay the money for cable and phone service. We are already very behind European countries even Russia has better info structure and internet than we do.

We are over charged for no reason and now we have caps? This is 2016 and technology is far advanced and this hinders the growth of america and start up businesses alike. As these cable companies have monopolies in areas so they do not have to compete with each other.

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**Ticket: # 1285515 - Comcast 1TB Data Cap**

**Date:** 10/25/2016 9:59:40 AM

**City/State/Zip:** Lakewood, Washington 98499

**Company Complaining About:** Comcast

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### **Description**

My household of 2 people stream 1080p content all the time... thats just how the use of internet is now. We use 1.2 TB a month AT LEAST. The 1TB cap is far too low, and Comcast is taking its monopoly out on their internet users (probably because we refuse to take their cable packages). I already spend \$100 for decent internet speed. \$50 more for Data is just too much for an already bloated bill. I would switch to another provider, but my apartment complex only has Comcast. This is blatant monopoly and I can't stand this.

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**Ticket: # 1285527 - Cox Data Caps**

**Date:** 10/25/2016 10:06:00 AM

**City/State/Zip:** Bonaire, Missouri 31005

**Company Complaining About:** Cox

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## **Description**

After 6 years of service at the same speeds suddenly data caps are imposed. This is obvious attempt to counter internet provided video, basically trying to restrict what type of services I use the internet for. I have seen no justification for these dates caps, and research has shown that their is need for them, that they are purely profit at the expense of customers that lack a competitive option.

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**Ticket: # 1285541 - Comcast Data Caps**

**Date:** 10/25/2016 10:15:18 AM

**City/State/Zip:** Ann Arbor, Michigan 48103

**Company Complaining About:** Comcast

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## **Description**

I am filing a complaint against Comcast and their new 1TB data cap policy. Comcast has started implementing data caps in my area that directly effect the freedom and availability of my access to internet content. I am a student that is required to stream instructional internet videos from pluralsight.com as part of my education. With the new 1TB caps, I will have to leave my home and watch these videos from places that offer free access to internet for fear of hitting their new caps. My home currently uses 3.5 TB per month of data and is now being forced to pay Comcast an additional \$50 per month simply because we use more data. I use the internet for my education, for my job, and for my personal hobbies. Comcast's new 1TB data cap very directly changes how I interact with the internet and for the worse. We already pay monthly premiums for our internet and we will not fork out extra money for caps on an unlimited utility.

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**Ticket: # 1285610 - Cox Non Compliance****Date:** 10/25/2016 10:52:17 AM**City/State/Zip:** Gainesville, Florida 32608**Company Complaining About:** Cox

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**Description**

Moved into a new house May of 2016 and signed up for Cox's highest speed internet plan. "Allowed" a data usage of 2TB, which is already against FCC compliance, but put up with it because 2TB is reasonable.

Today I received an email letting me know that Cox is moving to a new billing method based on data usage and that they are expanding my data usage to 1 TB. Yes that's right, expanding my 2TB data cap to 1TB.

This day and age 1TB at 300mbps is nothing. At the speed that I am given I can reach my data cap in ~7.5 hours of max speed usage (!!!). A monthly service that can be capped out in less than half a day is ridiculous. I live with one other person in a house and we have consistently gone over this 1TB because we do not have a TV package so we get all of our media through the internet. We have subscriptions to Netflix, Amazon Prime, Youtube, Steam, and hundreds of other services that provide us with content. And now after about half a year of usage we have to cut down on this usage because of a cap that is imposed even though this cap was not part of the service when we first signed up.

We are fighting for an open internet and these restrictions are making me believe less and less in the power of the FCC and its regulations. Why have them if they're not enforced?

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**Ticket: # 1285618 - Communication provider adding data caps and unauthorized overage charges to active plan that did not have said caps and fees**

**Date:** 10/25/2016 10:53:27 AM

**City/State/Zip:** Gainesville, Florida 32606

**Company Complaining About:** Cox

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## **Description**

Cox Communications sent me an e-mail today warning me that data usage over a new "cap" that they implemented would result in a \$10 fee for every 50GB over this new artificial and arbitrary cap that they created on an existing plan that had no such caps or fees. They provided no way to opt out of this and I am using their largest internet plan, thus they have no options to purchase a plan with the terms I agreed to three years ago. Currently, there are no alternative providers in the area, thus Cox is operating under a monopoly and imposing fees on existing accounts in a malicious and targeted manner.

Interestingly enough, this came days after filling out an online survey sent by Cox asking what I thought of such practices by other companies. I feel this was a targeted effort.

Below is the e-mail sent by Cox:

Dear [REDACTED],

We want to inform you about an upcoming change to Cox billing related to Internet data usage. As Internet data usage continues to grow, Cox is committed to delivering you a fast and reliable Internet experience.

Beginning 11/21/2016, Cox is moving to a new billing method based on data usage. If you exceed your recently expanded 1 terabyte (TB) data plan, Cox will automatically provide additional blocks of data for \$10 per 50 gigabytes (GB) as needed.

What does this mean for you

Your data plan  
has expanded  
to 1 TB

Extra blocks  
cost \$10  
for 50 GB

Grace period  
for two  
billing cycles

Alerts when  
you've neared  
your data limit

You'll be able  
to track  
your data

Your recent data usage history indicates you may be likely to exceed your Cox High Speed Internet data plan of 1 TB per month. We will notify you by email and browser alert when you reach 85% and 100% of your monthly plan. You will not be charged during grace period, which is your first two billing cycles after the effective date.

To view and track your data usage and access your Cox Data Usage Meter and other helpful tools, visit [cox.com/datausage](https://cox.com/datausage).

Thank you for continuing to choose Cox as your Internet provider.

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**Ticket: # 1285639 - Cox Communications Data Caps****Date:** 10/25/2016 11:06:23 AM**City/State/Zip:** Gainesville, Florida 32606**Company Complaining About:** Cox

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**Description**

Hello,

My ISP is Cox Communications. I do not subscribe to cable TV. I only use their internet service. In the digital age cable tv, physic media and local storage is a thing of the past. Everything is online. Cox emailed me saying they introducing data caps. This email also mentions my previous usage indicates I will be affected by this cap. The cap is 1 terabyte and they are charging \$10 per 50 gigabytes over that cap. My household streams it's television/music, we download our video games and we store our photos and back ups in the cloud. I have no other option in my area but bend to the will of Cox in my area. If I want internet, this is my option and now I am going to have to pay more to use the same service I have had for 5 years (this doesn't include regular price increases by the way) in the same manner I have always used it. After speaking with them, there is nothing that they can do. However, I have a two month grace period to retrain my internet habbits. If I had the option to cancel my service I would. If there is anything that can be done, please intervene.

Thanks.

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**Ticket: # 1285671 - Comcast/Xfinity 1TB Data Caps****Date:** 10/25/2016 11:20:51 AM**City/State/Zip:** Denver, Colorado 80211**Company Complaining About:** Comcast

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**Description**

I am writing to complain about Comcast's data cap policy going into effect nationwide on November 1. This is another clear cash-grab by Comcast to squeeze as much money from its customers as possible. These same customers have little to no choice in regards to their internet service providers in the area, and are at the mercy of Comcast's whims in regards to pricing and amount of data that can be used. In addition to the negative effect on its customers, this also allows Comcast to force content providers such as Netflix to pay for prioritized access to its network, just under a different name as before. This behavior by Comcast is anti-consumer and continues to erode at the provisions of Net Neutrality. These data caps have no real purpose other than to set current precedent which affects future content delivery. While the percentage of consumers currently who go through this data cap is low, the time will come when this percentage will rise due to the shift of consumers away from cable television service to internet-only service. With the advent of services such as 4k streaming and online gaming, passing these data caps in a modest family will be relatively easy. What is a slap in the face is the \$50 fee to disable this data cap, as this is an obvious extortion tactic that has no bearing on the network infrastructure of Comcast. In certain circumstances, this fee more than doubles the monthly cost of cable internet service to a home. I urge you, the FCC, to look into this further and to continue to provide regulation and oversight that protects both consumers and other businesses from continued cash-grabs by Comcast.

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[Ticket: # 1285677 - Data Caps/Fees](#)

**Date:** 10/25/2016 11:24:59 AM

**City/State/Zip:** Bonaire, Georgia 31005

**Company Complaining About:** Cox

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## **Description**

My internet provider Cox Communications has decided to start arbitrarily adding data caps to my internet service. I will be charged \$10 for every 50GB of overage. This is completely unacceptable to me, as it is just a way to squeeze more revenue out of their customers. I currently have no other options for true high speed internet in my area, so I am forced to stay with Cox. This is on top of this summer reducing my "data limit" from 2TB to 1TB to drive customers to their new fiber offerings, which of course are unavailable in my area.

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[Ticket: # 1285684 - Cox now has a data cap](#)

**Date:** 10/25/2016 11:28:30 AM

**City/State/Zip:** Gainesville, Florida 32601

**Company Complaining About:** Cox

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### **Description**

Cox communications now has implemented a 1TB data cap plan. This damages net neutrality and is not alright.

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[Ticket: # 1285691 - Cox Cable - Data Cap](#)

**Date:** 10/25/2016 11:30:36 AM

**City/State/Zip:** Gainesville, Florida 32601

**Company Complaining About:** Cox

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## **Description**

Cox is introducing a 1 terabyte data cap in Gainesville and charging for overages starting next month. I don't think I need to tell you how terrible data caps are and how they damage net neutrality. 1 terabyte sounds like a lot, but putting that into perspective its only 80 hours of 4k video streaming, which is gaining popularity. Not to mention that we're now being sold a commodity rather than a service given this change, which is not what I'm paying for.

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**Ticket: # 1285700 - Cox Cable Data Caps**

**Date:** 10/25/2016 11:33:34 AM

**City/State/Zip:** Gainesville, Florida 32609

**Company Complaining About:** Cox

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## **Description**

Cox cable has indicated their intention to implement data caps in Gainesville, FL. There is no technical reason data caps need to be implemented, and serve only to punish those consumers who have elected to purchase ONLY internet service, and not cable service.

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[Ticket: # 1285703 - Data caps](#)

**Date:** 10/25/2016 11:34:34 AM

**City/State/Zip:** Gainesville, Florida 32601

**Company Complaining About:** Cox

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### **Description**

Data caps are not financially justifiable and are unlawful.

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[Ticket: # 1285705 - Cox Net Neutrality](#)

**Date:** 10/25/2016 11:35:02 AM

**City/State/Zip:** Gainesville, Florida 32608

**Company Complaining About:** Cox

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## **Description**

Cox has decided to start capping internet bandwidth at 1TB/month. This completely ridiculous as we were never notified of these changes and this completely goes against net neutrality.

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[Ticket: # 1285708 - 1 TB Data Cap](#)

**Date:** 10/25/2016 11:36:11 AM

**City/State/Zip:** Gainesville, Florida 32601

**Company Complaining About:** Cox

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## **Description**

My family and I already paying COX for our internet speed and usage so why is it allowed that we have to pay even more for using it? Especially today where everything is now in gigabits, a 1 TB data cap can be easily exceeded. This would vastly limit my family's internet use when I already made a deal with COX for my usage. I don't understand how this can be allowed.

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[Ticket: # 1285709 - Cox Cable Data Limit](#)

**Date:** 10/25/2016 11:36:30 AM

**City/State/Zip:** Alachua, Florida 32615

**Company Complaining About:** Cox

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## **Description**

Cox is introducing a 1 terabyte data cap in Gainesville and charging for overages starting next month. I don't think I need to tell everyone how terrible data caps are and how they damage net neutrality. 1 terabyte sounds like a lot, but putting that into perspective its only 80 hours of 4k video streaming, which is gaining popularity. This is just a way for Cox Cable to try and get to the people who do not pay for cable.

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[Ticket: # 1285724 - Data usage limits](#)

**Date:** 10/25/2016 11:41:13 AM

**City/State/Zip:** Gainesville, Florida 32603

**Company Complaining About:** Cox

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## **Description**

The new policies that COX has instated regarding usage limits and overage charges flies in the face of Net Neutrality. I will be strongly considering dropping COX services due to these changes.

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**Ticket: # 1285758 - Cox Communications Gainesville -- Net Neutrality Violation**

**Date:** 10/25/2016 11:49:51 AM

**City/State/Zip:** Gainesville, Florida 32607

**Company Complaining About:** Cox

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### **Description**

Cox Communications is soon to begin enforcing 1TB data caps for all customers, while simultaneously stating "content managed by Cox included in Cox-provided services do not count toward data usage." This is a clear violation of Net Neutrality.

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[Ticket: # 1285769 - Internet caps](#)

**Date:** 10/25/2016 11:52:49 AM

**City/State/Zip:** Brownsburg, Indiana 46112

**Company Complaining About:** Comcast

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## **Description**

Internet caps are restrictive to our innovative future!

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**Ticket: # 1285774 - Data Caps**

**Date:** 10/25/2016 11:53:38 AM

**City/State/Zip:** Gainesville, Florida 32606

**Company Complaining About:** Cox

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## **Description**

Cox just sent an e-mail saying that they're introducing data caps. I'm furious. This is a blatant cash grab. It doesn't cost the company more money to provide me more Internet; bandwidth costs have been steadily decreasing for years.

They're violating the core principle of net neutrality by giving preference to their own content. The notice they've posted on their web site says that "Content managed by Cox included in Cox-provided services do not count toward data usage."

This move is anti-consumer; they want to motivate their customers to utilize Cox services in order to avoid running up against their monthly data cap. I am a cord-cutter; I don't use cable television and legally stream my content online via services like Netflix and Amazon Prime. This move will directly impact how much I can utilize the other services I've paid for.

I don't have a choice about my Internet provider; my apartment complex only offers Cox. You can be sure that I will be selecting another ISP once I am able to, but in the meantime I am stuck with this awful, anti-consumer, anti-net neutrality policy. Please intervene and make the ISPs drop data caps.

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[Ticket: # 1285836 - Data caps imposed with preferential treatment for proprietary services](#)

**Date:** 10/25/2016 12:12:50 PM

**City/State/Zip:** Gainesville, Florida 32601

**Company Complaining About:** Cox

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## **Description**

Cox just imposed a data cap of 1TB/month to my internet service with a \$10/50GB overage fee. They exclude all Cox services from that calculation, giving preferential treatment to their proprietary services.

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[Ticket: # 1285866 - Data Caps](#)

**Date:** 10/25/2016 12:24:25 PM

**City/State/Zip:** Gainesville, Florida 32601

**Company Complaining About:** Cox

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## **Description**

Cox has just announced that they are going to implement 1 TB data caps starting next month. This flies in the face of Net Neutrality, and should be deemed illegal. As an avid gamer and Netflix user, I will go through 1 TB in a month, and this action is unacceptable by any ISP.

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[Ticket: # 1285867 - Cox and data caps](#)

**Date:** 10/25/2016 12:24:26 PM

**City/State/Zip:** Gainesville, Florida 32653

**Company Complaining About:** Cox

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## **Description**

Cox Communications has began implementing hard data caps with overage costs in my area.

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**Ticket: # 1285885 - Data Caps and Useless Customer Care**

**Date:** 10/25/2016 12:32:11 PM

**City/State/Zip:** Morrison, Colorado 80465

**Company Complaining About:** Comcast

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**Description**

I already filed a complaint about the new 1TB data cap - which, for a software engineer, and with the cloud services available now, is completely unreasonable. But when I went to activate unmetered billing through Comcast, I got transferred 3 different times, even though I told them, UP FRONT, that I need unmetered billing and that I was aware of my data usage and the billing change. Each time, they took 10 minutes to verify that yep, I use that much data and that "Oh you're not talking to the right person."

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**Ticket: # 1285899 - Comcast 1 TB Data Cap**

**Date:** 10/25/2016 12:36:07 PM

**City/State/Zip:** Murphy, Texas 75094

**Company Complaining About:** Comcast

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## **Description**

Hi there,

I am not currently a Comcast customer, but I still want to write a complaint on behalf of Comcast's actions as I believe it will have long lasting effects on all internet users.

I'm writing to voice my concern with Comcast's 1 TB Data Cap. This seems unfair to consumers and like a cash grab on the part of Comcast. The internet has become too integral to the lives of its users, they shouldn't limited on their usage in this fashion.

Thank you,



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**Ticket: # 1285933 - Cox Data Cap Implementation****Date:** 10/25/2016 12:50:39 PM**City/State/Zip:** Macon, Georgia 31201**Company Complaining About:** Cox

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**Description**

I am a customer of Cox Communications for my home internet access. They just notified me of the implementation of a 1TB Data Cap on service. Cox is the only available high-speed internet provider in our area, as well as the only cable television provider. The implementation of this data cap seems to be a clearly anti-consumer action designed to leverage their monopoly power as an internet service provider to protect their cable television business from users who get their video entertainment primarily from internet sources.

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**Ticket: # 1285960 - Cox Digital Cable Data Cap**

**Date:** 10/25/2016 12:57:38 PM

**City/State/Zip:** Gainesville, Florida 32601

**Company Complaining About:** Cox

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### **Description**

I live in Gainesville FL, Cox digital cable has recently set upon a 1TB data cap on my data, which is unfair since they are my only choice in my area.

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**Ticket: # 1285980 - Cox New 1TB Data Caps**

**Date:** 10/25/2016 1:02:49 PM

**City/State/Zip:** Gainesville, Florida 32605

**Company Complaining About:** Cox

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### **Description**

Just received an email from Cox saying they will be enforcing a new 1tb a month data cap and anyone that goes over will be charged \$10 every 50gb over 1tb. I think this is ridiculous. Data caps shouldn't exist, let alone hard data caps.

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**Ticket: # 1285990 - Cox Communications increased Internet prices; new data cap; service remains unreliable**

**Date:** 10/25/2016 1:06:51 PM

**City/State/Zip:** Gainesville, Florida 32601

**Company Complaining About:** Cox

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## **Description**

On Oct. 6, Cox Communications announced they were increasing prices across all tiers of their Internet service. This is the second rate increase in just over a year -- without any improvement to speed or reliability. I spoke with a representative who could not provide any concrete, specific examples of how my service was improving given the increased rates.

Instead, she copied language that was already on my statement and likely elsewhere on their website. We were unable to reach an understanding, and I left feeling disappointed and without recourse. I have attached a screenshot of the transcript.

One thing the representative did note was that "the rate went up because of the increase in data allotment." This is not true -- there was never a data cap previously, and now Cox has informed its customers of a 1TB data cap.

Thank you for looking into this matter.

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[Ticket: # 1286020 - Comcast data capping at 1TB](#)

**Date:** 10/25/2016 1:15:54 PM

**City/State/Zip:** Albuquerque, New Mexico 87114

**Company Complaining About:** Comcast

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## **Description**

Comcast has enforced a new policy effective Nov. 1st 2016. The data cap in my state will be 1TB. Our house consistently uses more than 1TB of data, pay \$110 per month for this privilege, and face slow speeds constantly. I suspect that they are also tampering with the connection speed when we use a lot of data. We know about net neutrality laws. Comcast should not be allowed to get away with this.

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**Ticket: # 1286056 - COX Internet Service**

**Date:** 10/25/2016 1:32:49 PM

**City/State/Zip:** Gainesville, Florida 32605

**Company Complaining About:** Cox

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## **Description**

COX has today announced the introduction of data caps in florida in order to charge customers more for the same service they already pay for. Message I was emailed stated in part:

"We want to inform you about an upcoming change to Cox billing related to Internet data usage. Beginning 11/21/2016, Cox is moving to a new billing method based on data usage that will help keep future costs reasonable for the majority of customers by charging the heaviest Internet users more.

Due to this change, we just increased our data plans to 1 TB per month. If you exceed your data plan, Cox will automatically provide additional blocks of data for \$10 per 50 GB as needed."

"Your data plan has expanded to 1 TB"

I have unlimited data access, it is a lie to say my data plan has expanded to 1 TB.

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[Ticket: # 1286087 - Comcast data caps](#)

**Date:** 10/25/2016 1:43:34 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast

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## **Description**

I just received an email from Comcast that they're instituting draconian 1TB/mo data caps in my area. My household averages 1.8TB/mo with moderate use. To get around this, apparently I'd have to pay an ADDITIONAL \$50/mo, which is more than their service should cost in the first place.

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[Ticket: # 1286096 - Comcast affecting internet freedoms and freedom of speech](#)

**Date:** 10/25/2016 1:46:44 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is putting a 1TB cap on my download limit next month which can be avoided by paying an extra cost per occurrence. There is no viable reason for this and since I only can get internet via their service I am more or less paying whatever they charge because they can monopolize the market in my region

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[Ticket: # 1286171 - Data caps are bad.](#)

**Date:** 10/25/2016 2:12:55 PM

**City/State/Zip:** Gainesville, Florida 32608

**Company Complaining About:** Cox

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## **Description**

Data caps are a threat to an open and free internet and are only in place to siphon more money out of customers. 1 TB of data per month will soon be insufficient for an average household as 4k streaming becomes more prevalent and the size of digital downloads increases. Digitally buying a single game on the Xbox marketplace currently requires me to download over 50 GB and with four college students living in our apartment, each with their own computers, phones, and streaming services, I am surprised that we have so far managed to stay within the current data limits imposed by Cox.

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**Ticket: # 1286179 - Cox ISP data cap**

**Date:** 10/25/2016 2:15:46 PM

**City/State/Zip:** Roanoke, Virginia 24019

**Company Complaining About:** Cox

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## **Description**

Hi, I subscribe to ultimate and the data cap was originally 2TB cox sneakily rolled it back to 1TB without a notice. No email, phone call or letter in the mail stating it would be changed to 1TB. When I subscribed I was guaranteed 2TB. Now they have underhandedly gone behind Ultimate tier subscribers to make a quick buck.

Solution: Move ultimate back to 2TB or grandfather us current subscribers in.

Not only that they are increasing prices once again... No transparency at all. It was done without any announcements.

Proof:

<http://web.archive.org/web/20160605042830/www.cox.com/residential/support/internet/article.cox?articleId=2fd6ccb0-b13a-11df-4be3-000000000000>

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[Ticket: # 1286203 - Comcast Data Cap](#)

**Date:** 10/25/2016 2:23:29 PM

**City/State/Zip:** Novato, California 94947

**Company Complaining About:** Comcast

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### **Description**

Comcast has implemented a new data cap on my account which I have not agreed to. My agreement was for unlimited data.

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[Ticket: # 1286339 - Data cap Imposed](#)

**Date:** 10/25/2016 3:13:01 PM

**City/State/Zip:** Fort Wayne, Indiana 46807

**Company Complaining About:** Comcast

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## **Description**

Comcast just notified me they are imposing a data cap on my internet services. This is troubling in many way. This is an attack on net neutrality first and foremost. Then there the fact I am in a contract agreement with Comcast! When signing up I made sure Comcast was not imposing a data cap. They were not. I also made sure if they did I would have the option to cancel the service with no fee. Comcast has now refused to allow me to terminate the services without a fee. This is unfair and totally against the consumer

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[Ticket: # 1286349 - 1TB data cap](#)

**Date:** 10/25/2016 3:18:56 PM

**City/State/Zip:** Salt Lake City, Utah 84124

**Company Complaining About:** Comcast

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## **Description**

I have seen many reports of an impending data cap to start Nov. 1st 2016. When I signed up for Comcast just a few weeks ago, I was in no way informed of this restriction. The internet is - and should be - a public utility. Data caps serve no purpose other than to pad a company's bottom line, and should be regulated against. Furthermore, being subject to a cap without prior knowledge is unreasonable at best.

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[Ticket: # 1286412 - Cox violation of net neutrality](#)

**Date:** 10/25/2016 3:41:30 PM

**City/State/Zip:** Gainesville, Florida 32606

**Company Complaining About:** Cox

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## **Description**

Cox is limiting how much I can download except their content is not limited by the cap. Thereby violating the rules of net neutrality.

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[Ticket: # 1286423 - Data Bandwidth restriction](#)

**Date:** 10/25/2016 3:45:34 PM

**City/State/Zip:** Cantonment, Florida 32533

**Company Complaining About:** Cox

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## **Description**

Cox Communications has decided to start instituting a data cap on Internet data. While I am not sure of the legality of this move, it affects me and my family greatly as i buy and play alot of online games and my family watches alot of movies through services like Netflix and Hulu. Many other people in my area are affected by this as well. I feel as though this is setting a precedent of cable companies and ISP entities needing to be distinct and separate entities rather than all being owned under the same house.

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[Ticket: # 1286482 - Unwarranted data caps](#)

**Date:** 10/25/2016 4:05:52 PM

**City/State/Zip:** Battle Creek, Michigan 49015

**Company Complaining About:** Comcast

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## **Description**

Comcast is now putting a data cap on our internet plan when previously had unlimited data. The price or speed of our internet service is not changing, rather, to get the plan we previously had (unlimited data) we have to pay more than we are now. This is blatant profiteering on Comcast's part and it's unacceptable to suddenly downgrade our internet plan while not changing the cost we pay per month and make us pay more for the plan we had previously.

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**Ticket: # 1286503 - Comcast data caps**

**Date:** 10/25/2016 4:16:08 PM

**City/State/Zip:** Fort Wayne, Indiana 46814

**Company Complaining About:** Comcast

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## **Description**

On knowledge and belief, Comcast is rolling out a new data cap of 1TB for its customers. As a company that which is allowed to operate a virtual monopoly, the government has a responsibility to step in and prevent abuses such as this; a ploy to increase their bottom line. While it might be true that a very small number of customers will be affected by this policy change currently, Comcast has likely calculated that the \$50/mo price tag to lift its artificial data cap to be a revenue driver only a couple of years down the line as information technology bandwidth requirements grow exponentially. Comcast has acknowledged that there is no congestion issues with its network. It may be that this new policy claims to combat piracy or create "fairness" between the top percentile of users and the median; these are straw-man arguments and should be dismissed as such. These Comcast data-caps are a dangerous precedent and shouldn't be allowed to move forward. Thank you.

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**Ticket: # 1286526 - Comcast's 1TB data cap**

**Date:** 10/25/2016 4:22:13 PM

**City/State/Zip:** Cave Creek, Arizona 85331

**Company Complaining About:** Comcast

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## **Description**

Comcast has now enacted a 1TB data cap on consumers, charging more for those who go over this cap. They have said there is no technical restrictions to reason this, it is just out of greed and will affect every user of this company. I personally need to use more data than that monthly and i do not believe i should pay more for no apparent reason other than they want me to. Here is a link to the article where they said there is no technical reason for this cap to be in place -

<http://www.extremetech.com/computing/212376-comcast-admits-that-its-data-caps-are-a-business-decision-not-an-engineering-requirement>

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**Ticket: # 1286583 - Comcast Data Cap**

**Date:** 10/25/2016 4:44:58 PM

**City/State/Zip:** Nashville, Tennessee 37203

**Company Complaining About:** Comcast

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## **Description**

I recently signed up for Comcast internet service in Nashville, TN. I was completely unaware when signing up for service that a data cap would be placed on my account. I was shocked when I discovered that if and when I go over this cap I will be charged extra for the same service I pay a monthly cost for. This cap is unjust and it seems that Comcast is capitalizing on a legal grey area to charge additional fees for the same service provided. I know that you (the FCC) has come out in opposition of data caps and I wanted to voice my complaint. Thank you.

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**Ticket: # 1286605 - Comcast Data Caps**

**Date:** 10/25/2016 4:52:28 PM

**City/State/Zip:** Spokane Valley, Washington 99216

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

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**Ticket: # 1286624 - Cox Data Caps**

**Date:** 10/25/2016 4:58:30 PM

**City/State/Zip:** Cantomment, Florida 32533

**Company Complaining About:** Cox

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### **Description**

Under normal usage, streaming netflix and hulu, using tablets and youtube my family of 5 hits or exceeds the imposed caps that were put in place this week every month. first off there should be no caps, THERE IS NO OPTION TO PAY FOR A HIGHER CAP and you are charged a price per gig on overage. I have no options to get internet elsewhere. This is rationing of a service I pay for.

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[Ticket: # 1286646 - Comcast Xfinity 1TB Data Cap.](#)

**Date:** 10/25/2016 5:07:37 PM

**City/State/Zip:** San Francisco, California 94103

**Company Complaining About:** Comcast

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### **Description**

Comcast Xfinity 1TB Data Cap. Additional charges for going over data block. This is extortion.

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[Ticket: # 1286683 - Cox ISP 1TB Data Cap](#)

**Date:** 10/25/2016 5:26:38 PM

**City/State/Zip:** Gainesville, Florida 32608

**Company Complaining About:** Cox

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## **Description**

Cox Communications has informed me and all of their customers that they will now be enacting a 1TB data cap on all subscriptions. Seems like this should fall under Title II FCC Regulation, and if not that, is a clear violation of net neutrality.

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**Ticket: # 1286695 - Cox Imposing Data Cap**

**Date:** 10/25/2016 5:30:10 PM

**City/State/Zip:** Gainesville, Florida 32601

**Company Complaining About:** Cox

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**Description**

I am a Cox communications customer in Gainesville, Florida. I just received an email from them stating: "If you exceed your recently expanded 1 terabyte (TB) data plan, Cox will automatically provide additional blocks of data for \$10 per 50 gigabytes (GB) as needed."

Imposing a data cap seems like a clear attempt to force internet customers who stream video and other media services to cancel those subscriptions and pay for cable television through them. Please look into this matter.

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[Ticket: # 1286710 - Home Wifi Data Caps - Xfinity](#)

**Date:** 10/25/2016 5:35:48 PM

**City/State/Zip:** Rochester Hills, Michigan 48307

**Company Complaining About:** Comcast

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## **Description**

Xfinity has now begun to cap home wifi to one terabyte for no reason, whereas previously there was unlimited data usage on the home wifi. The idea that Comcast is limiting a UTILITY and charging extra for exceeding an arbitrary limit is absurd and outrageous. There was no data caps prior and there is no reason for this to be implemented.

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**Ticket: # 1286719 - Comcast Internet Data Cap**

**Date:** 10/25/2016 5:41:38 PM

**City/State/Zip:** Maple Grove, Minnesota 55311

**Company Complaining About:** Comcast

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## **Description**

Comcast is forcing me to change internet plans against my wishes and will now cap my data at 1TB per month, which my family gets very near often. After contacting them they said they only way to retain my current plan is to pay them \$50 more per month.

That's not for any new service, it's simply to get back to a similar level of internet usage that I had previously. I asked them to keep my plan the same and told them I didn't want to opt-in for their new plan but they wouldn't let me keep the existing service.

It seems like they're just extorting me for an extra \$50 per month.

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[Ticket: # 1286726 - Cox charging for internet overages](#)

**Date:** 10/25/2016 5:43:12 PM

**City/State/Zip:** Pensacola, Florida 32503

**Company Complaining About:** Cox

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## **Description**

In the past, Cox has limited your connection if you go over your limit, however they offer an upgrade to a higher package. For those of us without a higher package option available, as we have the highest tier, they let it go. I typically use 2+TB a month, which was allowed via my cap, Cox has reduced the cap to 1 TB and sent an email stating that when you go over, you will pay \$10 per 50 GB. If I were to use my 2TB, which was my old cap, this would be an increase of \$200/month. I feel this is a violation of internet neutrality.

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**Ticket: # 1286752 - data cap**

**Date:** 10/25/2016 5:58:24 PM

**City/State/Zip:** Port Huron, Michigan 48060

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently begun capping data usage at 1 tb a month with fees imposed for going over. The initial reason for signing up for comcast is there are little options other than them and they were the only offering in my area with an unlimited plan. I did not agree or sign up for a plan that was not unlimited and I see no reason why there is now a cap. Comcast says 99% of customers are under 1tb a month and that this change is to make pricing fair. If that were the case then shouldn't the prices go down for all the other customers in a tiered fashion such as their tiered capped system? This is nothing but a money grab and attempt at choking their competitors out of business. My household uses more than 1tb of data a month. We do not pay for cable tv and have on demand streaming services like netflix and psvue since we can have smaller programming packages with out all the junk we do not want. If comcast is allowed to continue with this monopoly on the internet in my area then they should not be allowed to cap data usage for absolutely no reason at all. I demand that my government and its employees look into this matter and break up these goliaths if this is how they are going to treat their customers. If you are an internet service provider then that is what you do provide internet not just provide the internet until you reach an arbitrary amount of data that we've decided for you.

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**Ticket: # 1286781 - Data Caps**

**Date:** 10/25/2016 6:21:46 PM

**City/State/Zip:** Cameron Park, California 95682

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are arbitrary and not needed. They are simply being greedy and wanting to charge more to their customers. I did not sign up for data caps nor do I agree with them. This needs to end. When I asked about it via their chat customer support I was given zero help and bombarded with "deals" and attempts to get me to upgrade. Afterwards the chat rep reset/disconnected my modem out of spite since I didn't want to upgrade speeds.

Please ban all data caps. The internet is the pipeline to knowledge and when you limit knowledge to the population you help create dictators.

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**Ticket: # 1286794 - Comcast Monopolistic Internet Pricing**

**Date:** 10/25/2016 6:26:33 PM

**City/State/Zip:** Troy, Michigan 48084

**Company Complaining About:** Comcast

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## **Description**

In the normal world, buying two items will cost you the sum of the individual prices. Some companies opt to offer a bundle of the same items for a slightly discounted rate. In Comcast's world the price of one item is nearly double the price of the bundle. This forces consumers into purchasing services they do not want. In turn this artificially inflates Comcast's TV Subscriber numbers to increase the perceived value towards advertisers.

I recently ran into this issue when attempting to lower my high speed internet bill. For the past 4 years I have been a customer with Comcast, my bill has gradually increased nearly 335%! During this time my service has received no significant updates. I attempted to contact Comcast in order to lower my bill, but am stuck with purchasing more services I do not want to keep it near what I am paying today. The only options I have are to bundle services I do not want to purchase, or move to the lowest tier of internet speed. Either way my bill will still increase. My current internet speed meets the minimum FCC definition of Broadband.

I would love to take my business to another ISP, but am unable to. Comcast is the only business which provides High Speed Broadband services to my apartment building.

To add to the issues, Comcast has created a datacap for home broadband service. With this cap Comcast has unfair control over online competitors such as Netflix, Hulu, Amazon, Sling and more. Now there is a limit of how much consumers are allowed to stream from Comcast's competitors, but these data caps do not apply to Comcast services. This is an unfair advantage given to Comcast and directly conflicts with the ideals of Net Neutrality.

Additionally this gives Comcast an unfair advantage to advertise as they see fit while punishing their users who go over data caps. Advertisements from competitors count against Comcast's unfair data caps.

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[Ticket: # 1286806 - Comcast introducing illegal data caps](#)

**Date:** 10/25/2016 6:34:53 PM

**City/State/Zip:** Lehigh Acres, Florida 33936

**Company Complaining About:** Comcast

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### **Description**

com cast sent me a letter stating they will impose data cap in November on my internet that is not what i agreed to and violates net neutrality laws. Furthermore they provide shared internet and throttle speeds.

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[Ticket: # 1286865 - Cox cable data caps](#)

**Date:** 10/25/2016 7:05:37 PM

**City/State/Zip:** Gainesville, Florida 32606

**Company Complaining About:** Cox

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### **Description**

Cox cable just introduced a 1TB data cap on my home Internet connection with overage charges of \$10/50GB. I have seen no indication that this is related to congestion on the network, and believe this to be related to a similar policy rolled out by Comcast cable over the last few months.

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**Ticket: # 1286869 - Data Cap**

**Date:** 10/25/2016 7:08:59 PM

**City/State/Zip:** Centerville, Georgia 31028

**Company Complaining About:** Cox

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## **Description**

For whatever reason the only cable internet company local is moving to data caps Citing FCC regulations. This only true high speed ISP available. Data charges will be an extra 10\$ per 50 gigs over data cap or termination of service. Please see attached E-Mail for further details. The in-store rep told me she was "sorry" and that she wished she could do more. Very thoughtful of her, but a useless sentiment. If i'm not mistaken the FCC has put the kibosh on data caps in the ISP business before, this effects a massive amount of customers and is a bit outrageous in my opinion. Thank you for reading this tiny rant. <3

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[Ticket: # 1286887 - Comcast activating a new XFINITY Internet Data Usage Plan in my area.](#)

**Date:** 10/25/2016 7:13:47 PM

**City/State/Zip:** Renton, Washington 98056

**Company Complaining About:** Comcast

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## Description

I'm in a 2 year contract for TV and Internet with Comcast XFINITY, I just received the following noncompetitive notice:

"We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month."

This is new burden a big deal because I have used close to and sometimes over this amount of usage. Right now my current data usage for this month is around 700GB or 70% of the data plan. This new change is a money grab as information transportation costs decrease and the size of HD content increases this new policy will place of huge burden on all Comcast customers now, and even more in the next couple years.

I called Comcast and they said they are unable to remove the data cap from my plan after escalating the call several times, but being the only provider of high speed internet that I need for my job(>40Mbps). I am stuck.

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**Ticket: # 1286908 - Internet Data Caps****Date:** 10/25/2016 7:28:33 PM**City/State/Zip:** Folsom, California 95630**Company Complaining About:** AT&T

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**Description**

Hello,

I have looked at my AT&T account and I am now being limited on how much data I may use per cycle. AT&T first decided to limit our household to 600GB, and then later raise it to 1TB, when Comcast limited home internet to 1TB as well. I do not like this new trend of data caps on home internet, especially since we used to be paying the same amount for unlimited usage of internet. With these new data caps, I have not seen a decrease in how much I have to pay for internet service, and there is no visible benefit to having data caps on home internet service. This new trend of capping home internet, like mobile data, is something that I do not agree with and the only option to receive unlimited data, again, is to spend even more money, which is quite ridiculous.

It has been shown that ISP's indeed have the infrastructure to give us faster speeds and unlimited use of internet, examples are areas in which Google Fiber appeared. Overnight, ISPs that used to offer slow speeds, all of a sudden, doubled and even tripled their offered speeds for no additional cost. As far as I can see, this new trend of capping internet is a cashgrab and in no way, shape, or form benefits the customer. The excuse of "committed to delivering you a fast and reliable Internet experience" is not sufficient as Google Fiber has shown that these ISPs have the ability to give us unlimited internet at much faster speeds. With the advent of streaming and gaming. Internet use has gone up, but service did not seem to suffer any more than the usual. From my experience, the ISP's are capable of this new load, but just want more money in the end.

Please look into the ISP's new data caps, as I do not wish to see home internet capped for no reason other than to make more money.

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**Ticket: # 1286918 - Cox is imposing data caps on my Internet service**

**Date:** 10/25/2016 7:34:01 PM

**City/State/Zip:** Mesa, Arizona 85209

**Company Complaining About:** Cox

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**Description**

Cox recently rolled out a hard 1TB cap on my Internet service.

This creates a situation in which online entertainment services like Netflix would be forced to compete against Cox's own services. This dangerous precedent will allow Cox to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput.

Furthermore, it unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files.

In addition, this change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include a hard cap on data.

This new cap is anti-competitive, anti-consumer, anti-innovation, and I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

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[Ticket: # 1286929 - Data usage caps](#)

**Date:** 10/25/2016 7:37:13 PM

**City/State/Zip:** Lakeside, California 92040

**Company Complaining About:** Cox

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## **Description**

Cox Communications limits data usage to 1TB for every package except the "GigaBlast", which essentially means that you are paying to reach the 1TB cap faster... which amounts to paying more for less. I have not reached my cap yet,

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[Ticket: # 1286950 - Cox data cap](#)

**Date:** 10/25/2016 7:50:24 PM

**City/State/Zip:** Macon, Georgia 31201

**Company Complaining About:** Cox

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## **Description**

There is absolutely zero reasons for Cox to implement a data cap after not having one. I am absolutely livid about this as a customer that relies on internet and will consistently reach the 1tb cap.

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**Ticket: # 1286952 - Comcast Data Caps**

**Date:** 10/25/2016 7:51:27 PM

**City/State/Zip:** Carpentersville, Illinois 60110

**Company Complaining About:** Comcast

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## **Description**

On knowledge and belief, Comcast is rolling out a new data cap of 1TB for its customers. As a company that which is allowed to operate a virtual monopoly, the government has a responsibility to step in and prevent abuses such as this; a ploy to increase their bottom line. While it might be true that a very small number of customers will be affected by this policy change currently, Comcast has likely calculated that the \$50/mo price tag to lift its artificial data cap to be a revenue driver only a couple of years down the line as information technology bandwidth requirements grow exponentially. Comcast has acknowledged that there is no congestion issues with its network. It may be that this new policy claims to combat piracy or create "fairness" between the top percentile of users and the median; these are straw-man arguments and should be dismissed as such. These Comcast data-caps are a dangerous precedent and shouldn't be allowed to move forward. Thank you.

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[Ticket: # 1286975 - Comcast Data Cap](#)

**Date:** 10/25/2016 8:10:30 PM

**City/State/Zip:** Monroe, Michigan 48162

**Company Complaining About:** Comcast

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**Description**

comcast is enforcing a 1tb data cap, with overage and a "unlimited" data plan.

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**Ticket: # 1286995 - COMCAST Data Caps**

**Date:** 10/25/2016 8:21:38 PM

**City/State/Zip:** Walnut Creek, California 94596

**Company Complaining About:** Comcast

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## **Description**

Comcast is now enforcing data caps in CA. This hinders my ability as a consumer to have open internet. As a medical student, I stream and download lectures on a daily basis. My wife is in the medical field and also requires internet in order optimally perform at her job. This oligopoly ISPs needs to stop.

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**Ticket: # 1286997 - Cox Internet Data Caps****Date:** 10/25/2016 8:24:32 PM**City/State/Zip:** Topeka, Kansas 66609**Company Complaining About:** Cox

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**Description**

Cox, as well as many other cable/internet companies, is starting to roll out 1tb data caps. This is unethical. They have already raised prices on their services multiple times over the last couple of years. They make more than enough off of their customers to upgrade their infrastructure. Data is not a finite resource. People already have enough to worry about in their daily lives without having to worry about if they're going to have to pay another \$10 on their already ridiculously priced internet bill. I pay \$100/mo for 200mb/s internet, and now if you go over your limit, you have to pay \$10 for every 50GB that you go over by. That means that another 1TB of data would be \$200 additional to the \$100 that I already pay. The FCC MUST step in on ridiculous issues such as this, as well as Comcast's data cap. They are not losing money if I use another 50GB of data.

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[Ticket: # 1287022 - COX communications data caps](#)

**Date:** 10/25/2016 8:43:23 PM

**City/State/Zip:** Chandler, Arizona 85226

**Company Complaining About:** Cox

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## **Description**

COX is going to be implementing data caps

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[Ticket: # 1287025 - Data Usage Caps](#)

**Date:** 10/25/2016 8:46:45 PM

**City/State/Zip:** Gainesville, Florida 32608

**Company Complaining About:** Cox

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### **Description**

My Internet Service Provider, Cox Communications, has established a data cap for its users of 1 Terabyte a month. This is in violation of the ruling of Internet as a public utility. The FCC should address this. No one would accept a cap on water usage or electricity usage.

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[Ticket: # 1287029 - Comcast data caps](#)

**Date:** 10/25/2016 8:52:19 PM

**City/State/Zip:** Foster City, California 94404

**Company Complaining About:** Comcast

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## **Description**

It is an attack on the free and open internet for Comcast to be suddenly imposing a data cap on our accounts. This is a clear attempt to stop competitor streaming services and drive traffic to Comcast's streaming service which does not account against those same data caps. People like myself who do not subscribe to television but instead rely on Netflix, Amazon, Hulu, for my entertainment dollar are now under threat of significant monthly charges for what amounts to normal and reasonable monthly usage.

Thanks cannot be allowed to stand, please help us FCC.

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[Ticket: # 1287035 - Data caps](#)

**Date:** 10/25/2016 8:54:37 PM

**City/State/Zip:** Oshkosh, Wisconsin 54901

**Company Complaining About:** Cox

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## **Description**

Data caps are arbitrary and only a way for these monopolistic companies to make even more money.

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[Ticket: # 1287047 - Cox Data Cap violates net neutrality](#)

**Date:** 10/25/2016 9:03:51 PM

**City/State/Zip:** Gainesville, Florida 32601

**Company Complaining About:** Cox

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## **Description**

Gainesville, FL just received a 1TB data cap from Cox. This is clearly a violation of net neutrality because people who use cox digital telephone, homelife, and on demand content accessed via their app are exempt from the data cap. This hurts consumers who aren't interested in buying cable tv. How can the FCC possibly agree that data caps are acceptable as internet becomes more important for sharing information. How have we lagged so far behind other countries? These companies should be regulated as utilities. They act in every way as utilities with municipal exclusive usage agreements. These data caps are absolutely a violation of net neutrality and these companies should be regulated as utilities. Who else am I to go to since I dislike this company? I am stuck with this company in my area.

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**Ticket: # 1287063 - Internet Data Caps**

**Date:** 10/25/2016 9:12:56 PM

**City/State/Zip:** Burlington, Vermont 05408

**Company Complaining About:** Comcast

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## **Description**

Data caps? Seriously? Is this North Korea? Regulate these monopolies as is desirable from a basic economics perspective. If telecoms really need to move to a usage model, do so with a continuous pricing function. Right now, the first 1,000 GB costs 6 cents per GB. After? More than triple the cost per GB. That is ridiculous and arbitrary. Not everyone is a walking cadaver writing 3 emails a month.

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**Ticket: # 1287065 - Comcast Data Caps**

**Date:** 10/25/2016 9:13:28 PM

**City/State/Zip:** Plymouth, Michigan 48170

**Company Complaining About:** Comcast

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**Description**

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

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

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

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

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

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[Ticket: # 1287079 - Random data caps being implemented](#)

**Date:** 10/25/2016 9:32:09 PM

**City/State/Zip:** Pensacola, Florida 32503

**Company Complaining About:** Cox

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## **Description**

Cox is now tacking 1TB monthly data caps onto our bill and will charge \$10 per 50GB over that amount, and claim that they're looking into customer satisfaction by raising the cap from 350GB, which I have never heard of, and insist that Cox has always had these caps. This is clearly not true, as they were not implemented until 2015 when they started a trial service with data caps in selected cities. I believe these data caps only exist to harm customers, to line Cox's coffers, and disproportionately target cable cutters who no longer receive television service from Cox.

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**Ticket: # 1287095 - 1 TB Data Caps**

**Date:** 10/25/2016 9:48:10 PM

**City/State/Zip:** Vancouver, Washington 98664

**Company Complaining About:** Comcast

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### **Description**

How is this legal what comcast and cox are doing to their customers? Something needs to be done about this behavior...

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[Ticket: # 1287101 - Cox internet overage fee's](#)

**Date:** 10/25/2016 9:58:29 PM

**City/State/Zip:** Kathleen, Georgia 31047

**Company Complaining About:** Cox

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### **Description**

Cox is now charging users in Georgia and Florida \$10 for 50 gigabyte buckets for data usage over a 1 Terabyte data plan. This is extremely consumer unfriendly and there is no justification for it except for money gauging and using their monopolies over our internet connections against us, again.

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[Ticket: # 1287108 - Cox Internet Data Cap](#)

**Date:** 10/25/2016 10:05:11 PM

**City/State/Zip:** Cheshire, Connecticut 06410

**Company Complaining About:** Cox

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### **Description**

Cox is implementing a data cap starting on 11/21. This is ridiculous, as 1 terabyte is not even close to enough data for todays day and age.

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**Ticket: # 1287126 - Cox Communications Data Caps**

**Date:** 10/25/2016 10:15:42 PM

**City/State/Zip:** Pensacola, Florida 32514

**Company Complaining About:** Cox

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**Description**

I have been a happy customer of Cox Communications for over 12 years. I am also an IT professional.

Cox informed me today that they are amending my agreement with them to include a 1TB data cap.

I do not see this as being legal, nor being fair to consumers. It does not cost Cox any more to serve me 1TB data than it does to serve me 1GB, or 100TB for that matter.

As a consumer of internet only from this ISP, it seems as if they are wanting to dissuade competition in the marketplace and introduce a further obstacle for customers to use streaming services (such as Netflix) in lieu of Cox's cable service.

Cox has been a great ISP - I am deeply troubled by these developments. Note that there is no way for me to contact them about this specific matter; the only option is to speak with tech support or billing, and each department says it is 'not their problem'.

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**Ticket: # 1287144 - Comcast Data Caps Limit Access to the Internet****Date:** 10/25/2016 10:22:58 PM**City/State/Zip:** Philadelphia, Pennsylvania 19104**Company Complaining About:** Comcast

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**Description**

Comcast (and lately, Cox) has recently moved to enforce data caps of about 1 terabyte (1 TB = 1024 GB), charging people more money if they surpass that cap. The FCC ruled that internet could be treated as a utility, and in doing so, established a precedent previous never encountered before. Since the internet is so important in many peoples' daily lives, from communication to education, it is incredibly important that companies are prevented from price gouging and otherwise limiting access to it. Comcast's data caps limit access to the internet, and therefore to access to the world, either in the form of communication or education or otherwise. While they are currently high (at 1 TB, very few people will encounter them), if they become precedent due to inaction, Comcast would be easily able to lower them, increasing the price of internet without providing additional service. At the same time, this further limits peoples' access to internet, and encourages other companies to follow.

Therefore, Comcast's data caps are excessive and limit access to the internet, and should be stopped. Besides, Comcast should offer additional services or improved service to warrant its increased prices, rather than price-gouging its customers.

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[Ticket: # 1287171 - Data caps are anti consumer](#)

**Date:** 10/25/2016 10:51:02 PM

**City/State/Zip:** Ogden, Utah 84403

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting data caps of 1tb come November 1, 2016. This is a very anti consumer practice. I have no other option of switching to an other company because comcast/xfinity has a monopoly where I live. Please forbid this practice of data caps from happening.

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[Ticket: # 1287178 - Cox Communications is rolling data caps](#)

**Date:** 10/25/2016 10:55:31 PM

**City/State/Zip:** Las Vegas, Nevada 89135

**Company Complaining About:** Cox

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## **Description**

Cox Communications is attempting to roll out data caps in my area and others.

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[Ticket: # 1287179 - Cox Data Caps at 1 TB](#)

**Date:** 10/25/2016 10:55:40 PM

**City/State/Zip:** El Cajon, California 92021

**Company Complaining About:** Cox

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## **Description**

Cox is implimenting a 1TB data cap that goes against the way internet has worked for 2 decades. This cannot be allowed and would like a review of the policy change by Cox and how it affects the consumer rights.

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**Ticket: # 1287183 - Comcast Data Caps**

**Date:** 10/25/2016 10:59:45 PM

**City/State/Zip:** East Lansing, Michigan 48823-3702

**Company Complaining About:** Comcast

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### **Description**

Comcast is deliberately limiting my families ability to access media, news and entertainment that is not provided by their preferred method (cable tv packages).

This is clearly an attack on net neutrality just in new clothes.  
Please begin regulating this ASAP.

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[Ticket: # 1287186 - Comcast Data Caps](#)

**Date:** 10/25/2016 11:01:58 PM

**City/State/Zip:** Sunnyvale, California 94089

**Company Complaining About:** Comcast

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## **Description**

Data caps are against the law and should be banned.

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[Ticket: # 1287200 - Comcast to initiate data caps nation wide.](#)

**Date:** 10/25/2016 11:20:28 PM

**City/State/Zip:** Canonsburg, Pennsylvania 15317

**Company Complaining About:** Comcast

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## **Description**

Hello, it has come to my attention that Comcast will soon be rolling out one terabyte data caps to most of the nation. Comcast a company that essentially has been allowed to operate a monopoly, the government has responsibility to protect its citizens from this sort of behavior. While it might be true that a very small number of customers will be affected by this policy change currently, Comcast has likely calculated that the \$50/mo price tag to lift its artificial data cap to be a revenue driver only a couple of years down the line as information technology bandwidth requirements grow exponentially. Comcast has acknowledged that there is no congestion issues with its network. It may be that this new policy claims to combat piracy or create "fairness" between the top percentile of users and the median; these are straw-man arguments and should be dismissed as such. These Comcast data-caps are a dangerous precedent and shouldn't be allowed to move forward. This kind of behavior is exactly the reason the United States will continue to fall behind the rest of the world not only in terms of internet usage but cellular phones and so on. Thank you for your time.

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[Ticket: # 1287209 - Cox Communications](#)

**Date:** 10/25/2016 11:30:42 PM

**City/State/Zip:** Harrison, Arkansas 72601

**Company Complaining About:** Cox Communications

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### **Description**

Cox has suddenly decided they are going to implement a data cap that I believe is HIGHLY unethical and unhealthy for our country as a whole. Please, please take a stand against this greed

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**Ticket: # 1287212 - Comcast 1TB data cap**

**Date:** 10/25/2016 11:32:34 PM

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

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am writing this in protest of Comcast's new 1TB data caps rolling out November 1st. Comcast should not have the right to limit the subscriber's data. Source here: <http://bit.ly/2eOwkSe>

Comcast is using this opportunity to limit the use of streaming video services such as Netflix and Youtube, which is forcing people to use their own TV service. This is creating a monopoly and they must be stopped before this becomes a larger problem.

Thanks for considering,

██████████

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[Ticket: # 1287214 - Data Caps imposed by ISP's](#)

**Date:** 10/25/2016 11:35:28 PM

**City/State/Zip:** Springdale, Arkansas 72762

**Company Complaining About:** Comcast

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## **Description**

The data caps recently imposed by Comcast and now Cox are ludicrous. This severely limits an increasingly important tool in the modern age. ISP's should provide unlimited data, not rationed amounts. This affects our net neutrality as certain sites which rely on large amounts of data transfer are now being restricted by these data caps and the charges are being forced on the consumers.

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[Ticket: # 1287217 - Cox issuing 1TB data caps](#)

**Date:** 10/25/2016 11:36:26 PM

**City/State/Zip:** Las Vegas, Nevada 89143

**Company Complaining About:** Cox

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## **Description**

Cox issued a statement stating that 1TB data caps will be enforced as of November in the Las Vegas area.

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[Ticket: # 1287223 - Cox Internet Data Cap](#)

**Date:** 10/25/2016 11:40:26 PM

**City/State/Zip:** Rocky Hill, Connecticut 06067

**Company Complaining About:** Cox

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## **Description**

This should not be allowed. They are going around the issues of internet fast lanes and implementing other restrictions. The FCC needs to step in and help the open internet from being locked down by these money hungry corporations.

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[Ticket: # 1287224 - Comcast data caps](#)

**Date:** 10/25/2016 11:40:47 PM

**City/State/Zip:** Bothell, Washington 98012

**Company Complaining About:** Comcast

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## **Description**

Regardless of what they want to call them, Comcast recently re-introduced data caps. This goes against a free and open internet, and goes to hurt their competitors like Netflix and Hulu.

You guys need to do something!

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[Ticket: # 1287226 - Comcast extending data caps to Tallahassee FL customers, where they have a monopoly as an ISP.](#)

**Date:** 10/25/2016 11:42:18 PM

**City/State/Zip:** Tallahassee, Florida 32311

**Company Complaining About:** Comcast

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## **Description**

data cap- extorting customers

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**Ticket: # 1287228 - Data Cap**

**Date:** 10/25/2016 11:43:47 PM

**City/State/Zip:** San Jose, California 95123

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a data cap that our family of six often exceeds. Currently there is no data cap for Comcast, this was the policy when we signed up. Now they want to charge an additional \$50 per month to keep what we signed up for. Absolute crap. There is no other option for internet in my area, Comcast is just allowed to do whatever they want without penalty. There has been no cap for the past few years, all of a sudden they need to implement this cap and my family doesn't even have a choice to change internet providers because there are no other ones.

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**Ticket: # 1287233 - Comporium communications data caps**

**Date:** 10/25/2016 11:46:40 PM

**City/State/Zip:** Lancaster, South Carolina 29720

**Company Complaining About:** Comporium Communications

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## **Description**

Comporium has enforceable data caps that I feel don't coincide with an open Internet. We have no other options as Comporium has actively blocked any other ISPs from coming into this are of South Carolina.

<https://www.comporium.com/acceptable-use-policy/>

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**Ticket: # 1287235 - Comcast's terabyte data cap****Date:** 10/25/2016 11:47:26 PM**City/State/Zip:** Perkasio, Pennsylvania 18944**Company Complaining About:** Comcast

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**Description**

Do not allow Comcast to continue non-essential data-capping, and have them remove the caps already in place.

Comcast believes that adding a data cap to basic internet plans already in place will get past the FCC as only a selection of internet users will be affected, the problem they'll find is that we who they're striking at see what they are doing and can't stand for it. Comcast suggests 99% of users use less than 75GB a month anyway. They suggest that because most people won't go over the threshold, no one should worry about, they want to sedate the masses to ignore the fact that with the rise of 4k videos and games, streaming and downloading are going to be much heftier tasks for their bandwidth. Your average consumer doesn't realize this, and even they might not be affected by it, but what of the "Gamers" folks who download games, at a base of 60 gigabytes, rolling out updates and expansions. We play many games, and service providers don't like seeing bandwidth use spike, so this is Comcast's attempt at either slowing it, or trying to make an extra profit from it. Comcast knows they own the market for internet in enough areas. They also own NBC do they not? This data cap is at least in part an attempt to push users off the internet back to the television that many young adults are finding themselves wanting to be rid of.

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[Ticket: # 1287237 - We're going backwards](#)

**Date:** 10/25/2016 11:48:14 PM

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

**Company Complaining About:** Comcast

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## **Description**

I just wanted to join the masses in expressing my thoughts on data caps: I don't want them nor see the benefit it has for consumers. With technology headed towards 4k streaming along with overall increases in applications' throughput requirements, penalizing users for data overages is, frankly, "going against the grain" of technological progression. It is clearly a blatant decision made in the sole interest of corporations to hike profits for corporations; bullshit.

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**Ticket: # 1287238 - Comcast Nov. 1st Data Caps****Date:** 10/25/2016 11:48:50 PM**City/State/Zip:** Salinas, California 93908**Company Complaining About:** Comcast

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**Description**

There is no free market when it comes to Internet providers. As such, Comcast is now introducing arbitrary data caps upon customers since there is no legitimate choice to change Internet Service Providers. This is nothing more than a cash grab to ensure they do not lose money as people move away from television and use Internet only to stream their entertainment. We are forced to accept these changes as we have no competitors to "speak with our dollars" and move to a competitor's service offering. There is no legitimate business reason to implement these data caps. They are not reaching capacity. Their equipment won't suddenly explode due to too much bandwidth. Look to *any* city where Google Fiber has brought competition as an Internet Service Provider and you will see Comcast/Cox/AT&T offer increased Internet speeds **\*\*WITHOUT\*\*** increasing price.

Comcast themselves have stated their data caps are *not* because of congestion. See this link (<https://i.imgur.com/quf68FC.jpg>). As another person already filed a complaint stated: "It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent."

We forcefully and completely disagree with Comcast's desire to implement one terabyte data caps across its entire customer base.

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**Ticket: # 1287243 - Comcast implementation of data caps**

**Date:** 10/25/2016 11:51:29 PM

**City/State/Zip:** South Bend, Indiana 46619

**Company Complaining About:** Comcast

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## **Description**

I received a letter in the mail that stated that Comcast was implementing a data cap in my area. I do not believe that they are in the best interest of the consumer. I, and many others, use my cable provider primarily for streaming services and use of my multiple video game consoles for online game play.

I strongly believe that when 4K becomes more widely used, the data caps will be ever increasingly smaller, as Comcast executives continue to pad their pockets with more and more money. I already pay for a cable service that I currently do NOT use for the sole purpose of having a cheaper plan.

I am limited to what service providers are in my area and even though Comcast has not fully monopolized the area, they do have the speeds suitable for my personal use.

I believe that neither Comcast, nor any other service provider should be allowed to implement data caps, and be reclassified as a utility, so as to not further gouge customers, especially those who are on a fixed income.

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[Ticket: # 1287246 - Comcast data cap](#)

**Date:** 10/26/2016

**City/State/Zip:** Logan, Utah 84341

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to start limiting data usage for its customers. Comcast hasn't released much information about these data caps. I didn't receive any information from Comcast detailing this change. Comcast is the internet service provider of many of my friends and they have no idea that this change is happening despite the fact that it affects them directly. Limiting the amount of data that users can access restricts certain activities. The ability to restrict data could potentially interfere with net neutrality. Comcast has not adequately notified its customers of this change or allowed them any say in the matter.

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[Ticket: # 1287254 - COX Communication is introducing data caps](#)

**Date:** 10/26/2016 12:17:21 AM

**City/State/Zip:** Norfolk, Virginia 23508

**Company Complaining About:** Cox

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### **Description**

COX is introducing data caps, which is unfair business practices as they have no competition in the area, no way to correctly measure the amount of internet traffic used, and the cost of transferring internet data is only going down which means this is obvious price gauging

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**Ticket: # 1287260 - Comcast Data Caps**

**Date:** 10/26/2016 12:26:16 AM

**City/State/Zip:** Sunnyvale, California 94087

**Company Complaining About:** Comcast

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## **Description**

The data caps that this UTILITY are setting across the country are unfair. Our household has four adults living there, with two remote employees. How is a company allowed to set these caps and then charge an extravagant amount when you exceed, but offer an "out" by means of increasing your monthly rate? This is akin to blackmail and should not be allowed.

There are no other companies in the area providing a similar speed service.

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[Ticket: # 1287270 - Cox Communication's New Data Cap Policy](#)

**Date:** 10/26/2016 12:40:27 AM

**City/State/Zip:** Gainesville, Florida 32601

**Company Complaining About:** Cox

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## **Description**

Cox recently sent me an email stating they were changing they're billing policy and as a result they would be instituting a data cap on my internet service. This data cap is at 1 TB a month which the growing streaming market can be easily passed within a week or two. They will provide the user with more data but at a ridiculous price point of \$10 per 50GB.

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**Ticket: # 1287289 - Repeal Cox's New Data Cap****Date:** 10/26/2016 1:38:25 AM**City/State/Zip:** Fort Walton Beach, Florida 32547**Company Complaining About:** Cox

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**Description**

Data caps are not about "fairness." It is about greed and making more money off streamers and internet users because they don't want to pay for your overpriced TV service in which you pay for TV yet still have to watch ads throughout each broadcast. You shouldn't charge people for using more data, but instead you should build your infrastructure to handle your already paying customers. If I was to reformat my computer and reinstall Windows/programs and games I could easily blow through 100-200GBs. Data caps are just going to cause you to lose customers and beg for companies like Google to install Google Fiber (\$70/month, 1GB up/1GB down) and not have data caps. You are negatively effecting companies like Netflix, Amazon Prime, Vudu, etc. and their customers if you enforce data caps. If over 90% of your customers don't ever go over the data cap, then there is no legitimate reason to punish the other 10% when the 90% of users isn't even effected to begin with. Also, picking a faster internet plan is no solution because you will reach the higher data cap faster considering faster speeds influence more internet use. Please remove and do not implement data caps. Cox's reputation will just go down the drain like Comcast's reputation already is.

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[Ticket: # 1287305 - Cox Communications unreasonable data caps on broadband internet](#)

**Date:** 10/26/2016 2:05:33 AM

**City/State/Zip:** Crestview, Florida 32536

**Company Complaining About:** Cox

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## **Description**

Cox is imposing an absurd data cap on it's customers in what appears to be the Southeastern U.S. region. The data cap is set at 1TB and I already go over the 1TB data cap as is, but for the average consumer I feel that 1TB of data will be a hindrance in the near future as 4k resolution televisions and streaming become the norm.

Cox communications has a monopoly in my area for broadband internet service, so there's no other company for me to turn to that offers similar service. This is anti-consumer and the FCC should not allow it.

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[Ticket: # 1287309 - Data caps imposed by my home and mobile ISPs](#)

**Date:** 10/26/2016 2:14:39 AM

**City/State/Zip:** Encinitas, California 92024

**Company Complaining About:** Cox

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## **Description**

Cox Internet has imposed a 1 TB limit on my home internet. Something that is provide without limit the world throughout at much more accessible rates is limited here in my home. This is something I cannot abide. My mobile ISP, Sprint, is gouging me and my family. We struggle to pay rates that exceed the ability of a low income family. The rampant coluded gouging on the part of major ISP's, both mobile and stationary, is unacceptable.

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[Ticket: # 1287320 - Comcast 1TB Data Caps for landlines](#)

**Date:** 10/26/2016 2:43:34 AM

**City/State/Zip:** Tallahassee, Florida 32317

**Company Complaining About:** Comcast

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### **Description**

This cant be legal, they are only getting away with it because they have a monopoly on decent internet in my area

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**Ticket: # 1287322 - Introducing Data Caps****Date:** 10/26/2016 2:49:21 AM**City/State/Zip:** Gainesville, Florida 32608**Company Complaining About:** Cox

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**Description**

Cox has sent notice to its current customers that it is introducing Data caps into its plans, with overages costing \$10 per 50GB over the cap. This is a threat to net neutrality and puts a heavy burden on people who cannot afford higher tiers. People who cannot afford faster speeds will now also be limited in their access to the internet thanks to lower caps at lower speed tiers. They will not be able to view and stream like those able to afford higher speeds. This clearly betrays net neutrality and makes the internet only work well for the wealthy. Additionally, Americans already pay some of the highest prices in the world for internet speeds that lag behind other countries. With paying such prices already, we shouldn't be limited in our data usage. This is especially true when only a small fraction of users use anywhere near enough data to legitimately need a cap. Those users should be offered business level rates, and the rest of the internet should remain open and neutral for those that don't have as much money nor threaten network infrastructure.

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**Ticket: # 1287324 - Data Caps from ISP**

**Date:** 10/26/2016 2:54:53 AM

**City/State/Zip:** Lakewood, Colorado 80228

**Company Complaining About:** Comcast

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## **Description**

Comcast recently sent me an email stating they are instituting a new data cap program in our area. This is an unfair business practice as there is no reason to do this. It is essentially a cash-grab for people who don't have many (or no) choices for internet providers. Comcast already has a monopoly in our area for service providers and there is little-to-no oversight about their pricing structure.

A quote from the email they sent me:

"We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month. With a terabyte of data, you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of games online, or download 60,000 high-res photos in a month."

This metering is wrong and will not be sufficient cap for our internet needs forcing us into purchasing an unlimited data cap for an additional \$50 effectively doubling my bill for service I already use. This is highway robbery.

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**Ticket: # 1287327 - Comcast Data Cap**

**Date:** 10/26/2016 3:04:17 AM

**City/State/Zip:** Salem, Oregon 97301

**Company Complaining About:** Comcast

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## **Description**

Comcast recently imposed a data cap in my area. I already pay them a premium for increased speed but regardless of which speed package I purchase my data cap stays the same. This is nothing but a money grab on the part of Comcast. Also of worthy note the day they announced the cap the ability to view the data usage for my account has been disabled. It appears that Comcast who used to provide 6 months of historical data usage has decided that they'd rather not let me know my past or current usage. I'm not sure how they can impose a cap if they can't provide me accurate data. This is absolutely ridiculous on the part of Comcast. I've included a screen capture of my Comcast account usage page and the fact that it's blank and unusable.

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**Ticket: # 1287347 - Concern with Data Caps**

**Date:** 10/26/2016 3:34:21 AM

**City/State/Zip:** Citrus Heights, California 95610

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

I am genuinely concerned with the data caps that companies like Comcast and Cox Communications have put into affect due to the issues I believe they will cause in the near future (no more than 5 years). With streaming video content at 4k resolution, a family of four heavy television watchers could easily hit this cap. Not to mention that software, ever growing in size and complexity, is also downloaded by millions of Americans every day. For some, such as myself, this includes both entertainment in the form of video games, as well as software development programs. This begins to hinder my ability to not just enjoy content when I want to, but my own chance to innovate.

As of right now, there may be few and far between users who hit this 1 terabyte limit. But, given the rise of popularity of 4k televisions, I believe this will become a major issue for most consumers within the next few years. There is absolutely no justifiable reason why suddenly 1.1TB should be treated any differently from the previous 1TB. It does not strain their servers, routers, switches, etc... anymore than normal traffic. Not to mention that it was tax payers who assisted all of these companies in building these networks that they now have a monopoly. Please advocate on our behalf.

Regards,



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**Ticket: # 1287361 - Internet Data Caps****Date:** 10/26/2016 4:09:14 AM**City/State/Zip:** Wrightsville, Pennsylvania 17368**Company Complaining About:** Comcast

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**Description**

Comcast has begun introducing data caps in my area. A limit of 1 TB at current prices before they will begin charging exorbitant prices for any amount over that. For the same price we have been receiving unlimited internet until now. There is no reason to cap data except as a blatant cash grab because we as consumers have no other internet option in our area. This is also an issue because it sets up the provider to off the "service" of certain sites not counting towards the data limit, which is a clear violation of net neutrality.

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**Ticket: # 1287365 - Comcast Data Cap**

**Date:** 10/26/2016 4:33:43 AM

**City/State/Zip:** Santa Clara, California 95051

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

I have recently been contacted by Comcast letting me know that they were unilaterally instituting a 1TB cap on data usage on my internet plan. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas, such as mine, where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

██████████

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**Ticket: # 1287389 - Cox Internet caps**

**Date:** 10/26/2016 6:57:08 AM

**City/State/Zip:** Phoenix, Arizona 85044

**Company Complaining About:** Cox

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## **Description**

My internet provider is sending out notices that they will be capping data usage for a month at 1tb and charging \$10/50gb following it.

Aside from the fact that this data cap is entirely arbitrary, and not enough data for a full family of internet users, it is in violation of their advertising of a 300mb/s plan, which I signed up for on their top tier.

At 300 mb/s, this data cap only covers about 7.5 days out of the month. By my math, that's about 22 days short of what is promised in monthly service.

This of course doesn't address the limitations on data as data usage grows exponentially, the fact that cable providers are in direct competition with streaming video providers, and losing a massive amount of market share to them, while controlling what should be a true public utility to access them, on a platform we the taxpayers have paid for the infrastructure to provide.

We expect the internet caps to be struck down.

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**Ticket: # 1287398 - Data Caps**

**Date:** 10/26/2016 7:43:29 AM

**City/State/Zip:** Flushing, Michigan 48433

**Company Complaining About:** Comcast

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## **Description**

Comcast sent a letter stating that they were going to enforce a 1 terabyte data cap on my Internet package. I don't have any other legitimate options in my area for a broadband ISP and there have not been any outage or overcrowding issues in the area that I'm aware of so the new cap seems like it's only being used to make more money at the expense of people who don't have any other realistic options. The Internet is at the center of what many people do on a day to day basis and should be treated like a utility rather than a service.

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**Ticket: # 1287403 - Cox Communications Data Cap****Date:** 10/26/2016 7:47:56 AM**City/State/Zip:** Gainesville, Florida 32607**Company Complaining About:** Cox

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**Description**

Cox sent me an email yesterday describing their new data cap for my internet service. Currently, my internet cost is unreasonably expensive because Cox is the only service provider in my area. I have no choice but to use their service, and this cap will certainly negatively impact me and my wallet. I live in a house with 3 other college students and we absolutely have to have a reliable internet connection at all times to submit assignments for our classes. Cox can't even give us reliable internet, making this cap even more unreasonable. Internet is a utility and this new cap by Cox is a clear strike against Net Neutrality. Please work to eliminate data caps for internet consumers. It will stifle creativity, productivity, and communication.

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**Ticket: # 1287441 - Comcast Data Cap**

**Date:** 10/26/2016 9:05:49 AM

**City/State/Zip:** Canton, Michigan 48188

**Company Complaining About:** Comcast

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**Description**

I am fortunate to live in an area with a viable second provider and am already in the process of switching. That said I want to voice my complaint about Comcast's new data caps.

I work from the home, use online backup services, video chat with my son in college and have two more teenagers in the house. We are over their 1T limit and if we did not have another option would either have to pay their overage fees, or change our usage patterns. I would argue that trying to get customers to change their usage patterns is not the path forward. We want to progress into new more creative ways to use the internet, not allow often de facto monopolists to enact policies that restrict competition from Netflix, Amazon, etc.

I know this is a local issue and I am doing everything possible to keep my local cable/internet open to competition (so far successfully), but for many local government has failed them and they do not have other viable options -- don't allow Comcast to set a precedent restricting the future of the internet.

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**Ticket: # 1287453 - Cox Communication's new data cap policy is anti-consumer and should not be allowed**

**Date:** 10/26/2016 9:21:59 AM

**City/State/Zip:** Alachua, Florida 32615

**Company Complaining About:** Cox

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## **Description**

Cox has recently implemented a new data cap policy, complete with overage charges for exceeding the allotted amount. This is part of an alarming trend with ISPs to introduce arbitrary data limits to increase profits. Internet is not like other utilities, like water, where some finite resource is being consumed. The equipment has to be in place and powered on regardless. To compound the problem, like many other Americans, I'm in an area that has no competition for internet access, so I have no other option but to play by Cox's rules.

Please, for the sake of the American consumers, who have a right to affordable and effective internet access, do not allow this disgusting cash-grab to continue.

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**Ticket: # 1287479 - Comcast Data Cap and Monopolizing Practices**

**Date:** 10/26/2016 9:48:24 AM

**City/State/Zip:** Holly, Michigan 48442

**Company Complaining About:** Comcast

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**Description**

Hello,

I recently received a letter from Comcast stating that they will be implementing a 1TB data cap on my home internet. I believe this an unfair business practice as there is no other internet data provider in our area.

I am locked in a contract with them anyways. It seems very unfair to me that when a customer breaches contract they get punished by all sorts of fees, however the provider is allowed to make substantial changes without any penalties.

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[Ticket: # 1287489 - I will not tolerate my service limiting me after paying them.](#)

**Date:** 10/26/2016 9:55:33 AM

**City/State/Zip:** Tulsa, Oklahoma 74105

**Company Complaining About:** Cox

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## **Description**

Not only should internet not have a cap on data, they shouldnt be forcing me to pay out of pocket if i go over at all. Something had to be done about this. Cox has put up a cap on his data useage. Which is dumb.

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[Ticket: # 1287516 - Armstrong cable data cap and intrusive web page redirection](#)

**Date:** 10/26/2016 10:20:15 AM

**City/State/Zip:** Andover, Ohio 44003

**Company Complaining About:** Armstrong Cable

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## **Description**

Armstrong cable in North East Ohio has a strict data cap and charges \$10 per 50gb over that cap. They also notify you of your data cap by forcing your web page to redirect to a warning page that you then have to agree to in order to proceed using the Internet.

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[Ticket: # 1287553 - Data usage caps](#)

**Date:** 10/26/2016 10:40:34 AM

**City/State/Zip:** Gainesville, Florida 32606

**Company Complaining About:** Cox

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## **Description**

I'm disappointed that Cox cable is setting a standard of having arbitrary data usage caps. This is not something cable customers want and its not something needed. This is an upsetting standard being set and I would immediatly change providers, but there are no other cable options available in my area. 1TB can be used up quickly with things like HD video or video games and this would be especially true for large families with multiple devices. The other problem with this plan now implemented by Cox is that you cannot increase your 1TB data usage limit. Even the more expensive plans keep the limit at 1TB usage. This is a bad precedent being set and I'm disappointed to see Cox falling into this poor business practice.

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[Ticket: # 1287574 - Comcast/Xfinity 1TB data cap](#)

**Date:** 10/26/2016 10:54:31 AM

**City/State/Zip:** Sandy, Utah 84092

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted a new policy that is clearly designed to force consumers to buy additional services from comcast aside from basic internet. They have added a 1TB/month data cap to internet service. Once over the monthly data cap you are forced to pay more for continued internet service. This, to me, clearly represents what could be considered a monopoly. Comcast, with this cap, seemingly wants to force you into using their streaming, and TV services instead of its competition. Some consumers don't need the excess Comcast provides with some of its services. They are fine with streaming netflix, hulu, youtube, etc. This potentially cuts into Comcast's profit, therefore they must do something to combat it. That puts consumers as a clear disadvantage.

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**Ticket: # 1287583 - Comcast Data Caps****Date:** 10/26/2016 10:58:18 AM**City/State/Zip:** Ann Arbor, Michigan 48104**Company Complaining About:** Comcast

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**Description**

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

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

Sincerely,

A University of Michigan Law Student

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[Ticket: # 1287614 - Cox communication 1Tb data limit](#)

**Date:** 10/26/2016 11:17:31 AM

**City/State/Zip:** Virginia Beach, Virginia 23462

**Company Complaining About:** Cox

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## **Description**

Cox communications is following the lead of Comcast for there Internet set data limits of a 1TB cap. Then charging extreme high rates for additional 50gb blocks. This is how not home use Internet should be run. In the end it is bad for the consumers

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[Ticket: # 1287615 - ATT Data Caps and Price Gouging](#)

**Date:** 10/26/2016 11:17:38 AM

**City/State/Zip:** El Cerrito, California 94530

**Company Complaining About:** AT&T

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### **Description**

AT&T has recently imposed a data cap on my internet connection without notifying me, wire tapped my connection without notifying me.

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**Ticket: # 1287660 - Newly Instituted Data Cap From Cox Cable**

**Date:** 10/26/2016 11:39:30 AM

**City/State/Zip:** Alachua, Florida 32615

**Company Complaining About:** Cox

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**Description**

Cox Cable in Gainesville Florida has just instituted a data cap that automatically bills an overage at \$10 per additional 50GB. Data caps are a fabrication - there is no technological justification for capping data. We home school our child which requires internet access - could this be considered a tax on Public Education? (She goes to Florida Virtual School which is a public education entity in FLorida) Additionally certain content deemed 'OK' by Cox does not count toward this cap which is in violation of Net neutrality.

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[Ticket: # 1287757 - Xfinity Data Caps](#)

**Date:** 10/26/2016 12:15:18 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing Terabyte Data Caps to their service in my area starting on November 1. I don't support the inclusion of data caps on my internet utility. I will be switching providers shortly to a company that does not have data caps.

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**Ticket: # 1287781 - Xfinity 1TB Data Cap**

**Date:** 10/26/2016 12:22:38 PM

**City/State/Zip:** Merced, California 95348

**Company Complaining About:** Comcast

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**Description**

Xfinity is implementing a 1TB 'Data Plan' which despite the name is still a form of Data Caps. The data cap pricing is as follows.

~\$80 for 1TB of data per month (standard monthly payment)

\$10 per 50GB overage charge

or

\$200 overage charge for unlimited

or

\$50 in addition to ~\$80 monthly payment for unlimited data

This overage pricing structure charges the consumer at 250% times the \$/GB rate of the 1TB cap. In addition the option to add an unlimited data usage for an additional \$50 essentially doubles the cost of our internet utility and only provides a safety net to prevent the \$10/50GB overage charge. This is a blatant money grab on Comcast's part and will profit highly off non-tech users and the general public for using what should be a utility.

The household I am apart of currently contains 3 University students, with myself and one of the students attempting to begin an online business which consists of hosting a server and downloading massive datasets (hundreds of GBs) to improve our online business and make advances in our field of neural networks.

Although the house does not currently exceed 1TB of data usage, we are close and very well could exceed this data cap. If the house does exceed 1TB per month as our business scales, \$10/50GB is a laughable amount of data when compared to the 1TB cap and an outrageous rate to charge for data in this age of technology.

INTERNET IS A UTILITY

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**Ticket: # 1287792 - Comcast Data Caps**

**Date:** 10/26/2016 12:26:21 PM

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

**Company Complaining About:** Comcast

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## **Description**

On knowledge and belief, Comcast is rolling out a new data cap of 1TB for its customers. As a company that which is allowed to operate a virtual monopoly, the government has a responsibility to step in and prevent abuses such as this; a ploy to increase their bottom line. While it might be true that a very small number of customers will be affected by this policy change currently, Comcast has likely calculated that the \$50/mo price tag to lift its artificial data cap to be a revenue driver only a couple of years down the line as information technology bandwidth requirements grow exponentially. Comcast has acknowledged that there is no congestion issues with its network. It may be that this new policy claims to combat piracy or create "fairness" between the top percentile of users and the median; these are straw-man arguments and should be dismissed as such. These Comcast data-caps are a dangerous precedent and shouldn't be allowed to move forward. Thank you.

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**Ticket: # 1287809 - Comcast Implementing Data Caps for California - Affecting Me**

**Date:** 10/26/2016 12:33:24 PM

**City/State/Zip:** Santa Clara, California 95051

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

I am a registered Ham radio operator and Comcast (Xfinity) customer in Santa Clara California and would like to lodge a formal complaint regarding Comcast's announced move to meter internet data usage starting November 1st. They have provided no statistics, studies, or histograms to back up their choice to set the cap at 1TB or the \$10 / 50 GB overage fee.

Comcast cannot and should not be allowed to enjoy the benefits of both speed-tier based billing (speed provisioning) and simultaneously usage based billing (capacity/usage tiers). This is double dipping, plain and simple.

Further, this sort of monopolistic behavior comes mere months after it became public knowledge that Google Fiber is largely abandoning plans to serve the Bay Area with 1 Gbps fiber service and I received my personal notice a mere day after it was officially announced that Alphabet is beginning layoffs in Access and Energy and their CEO left that position. Comcast is CLEARLY capitalizing on the announcement that their sole viable competition is exiting the arena.

I have no viable alternatives in my location and wish the FCC would display strong leadership in challenging these anti-consumer monopolistic business practices.

Regards,



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**Ticket: # 1287856 - Email that we will be charged for Data Usage over 1000 Gigs**

**Date:** 10/26/2016 12:52:24 PM

**City/State/Zip:** Ocala, Florida 34472

**Company Complaining About:** Cox

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## **Description**

Cox is not giving us any way to manage this ourselves. Just if we go over they will bill us extra. They need to give us the ability to choose to have the service stop working at the cap or at least throttled. This cap may work for a few years but the consumption of data will only grow.

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**Ticket: # 1287857 - Cox issues a broadband cap that is effective immediately**

**Date:** 10/26/2016 12:52:30 PM

**City/State/Zip:** Phoenix, Arizona 85085

**Company Complaining About:** Cox

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## **Description**

To whom it may concern,

The broadband cap that Cox has put into place is ridiculously unreasonable especially with 4K streaming. A family of 4 will hit the usage cap within a week. Cox didn't give us any sort of warning that this was happening and forced it upon us. If people download games that they purchase for 60 dollars online they will hit that cap extremely fast because most games are now over 40 gb each. Call of Duty games are generally around 85 gb and have Day 1 patches of 15 gb. So why are we being nickel and dimed when the cost Cox incurs on each gb sent is less then half a penny. This is absolutely anti customer and anti innovation and it needs to be stopped.

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[Ticket: # 1287862 - Data Cap](#)

**Date:** 10/26/2016 12:53:46 PM

**City/State/Zip:** Gainesville, Florida 32608

**Company Complaining About:** Cox

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## **Description**

Cox Communications is enforcing a data cap of 1TB after I signed up for the service specifically because of no data cap limit.

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**Ticket: # 1287873 - Comcast Data Caps**

**Date:** 10/26/2016 1:00:53 PM

**City/State/Zip:** San Mateo, California 94403

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

I am a Comcast (Xfinity) customer in San Mateo California and would like to lodge a formal complaint regarding Comcast's announced move to meter internet data usage starting November 1st. They have provided no statistics, studies, or histograms to back up their choice to set the cap at 1TB or the \$10 / 50 GB overage fee.

Comcast cannot and should not be allowed to enjoy the benefits of both speed-tier based billing (speed provisioning) and simultaneously usage based billing (capacity/usage tiers). This is double dipping, plain and simple

Further, this sort of monopolistic behavior comes mere months after it became public knowledge that Google Fiber is largely abandoning plans to serve the Bay Area with 1 Gbps fiber service and I received my personal notice a mere day after it was officially announced that Alphabet is beginning layoffs in Access and Energy and their CEO left that position. Comcast is CLEARLY capitalizing on the announcement that their sole viable competition is exiting the arena.

I have no viable alternatives in my location and wish the FCC would display strong leadership in challenging these anti-consumer monopolistic business practices.

Regards,

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**Ticket: # 1287876 - Comcast 1 tb cap is unfair**

**Date:** 10/26/2016 1:01:14 PM

**City/State/Zip:** San Jose, California 95124

**Company Complaining About:** Comcast

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## **Description**

I use comcast and have for many years and to have a cap on my data or be forced to pay an additional \$50 per month is really not ok. I dont think this is right.

<http://www.extremetech.com/computing/212376-comcast-admits-that-its-data-caps-are-a-business-decision-not-an-engineering-requirement>

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**Ticket: # 1287894 - Comcast subjective \$200 bill. Based on data usage.**

**Date:** 10/26/2016 1:08:23 PM

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

**Company Complaining About:** Comcast

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## **Description**

I don't have any choices for internet in the bay area, this is one of the largest metropolis in the united states. I'm stuck with DSL from AT&T or Cabel from Comcast. Currently, I have Comcast, Today they sent a letter to me changing their server plan to allow them to charge me a maximum of \$200/month. This is outrageous I rely on the internet, for my job, education, and entertainment. I need help to regulate what this company is doing to me.

Please help me have a choice and not be stuck and strong-armed into this price hike and limitation on my service. I need guidance on how to ensure I have a flat rate for the services I receive, not a variable rate like a bad mortgage loan.

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**Ticket: # 1288081 - Comcast and Cox home internet data caps**

**Date:** 10/26/2016 2:18:54 PM

**City/State/Zip:** Durham, North Carolina 27703

**Company Complaining About:** Comcast

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## **Description**

ISPs like Comcast and Cox will hurt innovation and emerging technology by adding data caps to home internet. Comcast, for example, has stated that they will not measure data when streaming online video content from its own media boxes, but will count data usage when using devices such as tablets, computers, and smartphones. This proves that these data caps are only used to encourage customers to go with their ISP's home TV solution because they feel threaten that services like Netflix and SlingTV are actually creating innovation in this space.

I encourage the FCC to block these artificial caps as it's just another money grab for these companies, hurts innovation, and ultimately punishes customers who want choice.

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[Ticket: # 1288225 - Comcast data cap/threshold/limit](#)

**Date:** 10/26/2016 3:18:08 PM

**City/State/Zip:** Willard, Utah 84340

**Company Complaining About:** Comcast

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## Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

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**Ticket: # 1288247 - Comcast limiting data usage on existing internet service**

**Date:** 10/26/2016 3:25:37 PM

**City/State/Zip:** Rancho Cordova, California 95670

**Company Complaining About:** Comcast

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## **Description**

I received a letter recently From Comcast stating that my internet usage must be limited or I will be charged almost twice what I pay for the service. There was no reason provided other than that it was "fair". This statement is not accurate as there is nothing fair about charging customers more when the business cost of providing the service is not actually increasing.

The cost of providing the service (Comcast's costs) have not increased. In fact the company has admitted that there is no technical data limitation. Where is the consumer protection? Source: <http://www.theverge.com/smart-home/2015/11/7/9687976/comcast-data-caps-are-not-about-fixing-network-congestion>

<http://www.extremetech.com/computing/212376-comcast-admits-that-its-data-caps-are-a-business-decision-not-an-engineering-requirement>

<https://consumerist.com/2016/06/03/another-broadband-ceo-admits-data-caps-have-nothing-to-do-with-capacity/>

4k television and other new technologies like VR and high definition streaming, gaming, and voice services will increase the future data usage of most internet users. This is a cunning preemptive move that will eventually affect all users just as much as it impacts the current "above average" data user. Internet consumption will not decrease, it will only increase with time.

Comcast already charges different pricing for internet speed, they should not be allowed to double dip and charge for both data usage and speed.

As a consumer the option to change providers if we feel a practice is unfair is not possible, as there are no other options in many areas, effectively giving this company a monopoly. When there is too little competition, their closest competitor simply adds the same charges. For example, ATT has simultaneously implemented the exact same policy, almost verbatim. If the FCC does not act American consumers will continue to fall behind the developed world in terms of internet accessibility, speed, and costs of access.

Furthermore, I believe this is also a response to tiered internet and net neutrality regulations enacted by the FCC. After the FCC wisely prevented ISPs from being able engage in this practice, they have simply found another way to limit internet access to the American consumer and extract more revenue for services that were already being provided at a lower cost. Time warner/charter cannot engage in this practice, as it was clearly bad for consumers. Why is Comcast getting preferential treatment and allowed to do so?

Finally, I want to point out that the cost of adding unlimited data is suspiciously similar to the amount of adding cable television. This is particularly telling, because as this business loses revenue in cable television, instead of innovating and finding ways to make that service more appealing to consumers, they are charging customers more for internet. The internet becoming more of a necessity than a mere resource. Several government agencies require, or encourage the use of online forms. Many schools require internet access, "Cyber" jobs are growing as other jobs like American manufacturing shrink. I urge those of you who are responsible for protecting the communication of the citizens of this country to please stop this practice.

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[Ticket: # 1288250 - Comcast](#)

**Date:** 10/26/2016 3:27:21 PM

**City/State/Zip:** Virginia Beach, Virginia 23451

**Company Complaining About:** Comcast

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## **Description**

Placing a 1TB cap on data will affect Twitch streamers ability to reach the public. This will hamstring the blossoming eSport community. Data capping, especially when there isn't an issue with current traffic, is an unethical business practice, and clearly just a money grab on the part of Comcast.

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[Ticket: # 1288253 - Comcast data caps](#)

**Date:** 10/26/2016 3:27:57 PM

**City/State/Zip:** Fredericksburg, Virginia 22407

**Company Complaining About:** Comcast

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## **Description**

I am filing this complaint in protest of Comcast and Cox unlawfully placing data caps to forcibly charge customers more for service that should be unlimited. In this world with rapidly changing media formats that come with higher data usage, this is an attempt to prevent customers from using services that offer 4k streaming and large digital downloads (The new call of duty would take up 13% (130GB) of your monthly 1TB data cap just downloading alone). The company is doing this to stall until they can launch their own high quality streaming services, which is clearly a move made in bad faith against consumers, especially considering the monopoly these companies have in most areas.

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[Ticket: # 1288336 - Comcast data plans](#)

**Date:** 10/26/2016 4:02:33 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast recently introduced a 1 terabyte cap on my internet service. Currently only two ISP's can provide service to my house, both of which now have data caps. I find data caps to be highly anti consumer considering data transmission is not a limited resource. The reason Comcast is able to do this is due to the monopoly Comcast has over my area.

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[Ticket: # 1288355 - Cox communications put data cap on monthly internet](#)

**Date:** 10/26/2016 4:13:32 PM

**City/State/Zip:** Omaha, Nebraska 68144

**Company Complaining About:** Cox

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## **Description**

Cox communications put data cap on monthly internet that charges me more for Internet usage

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[Ticket: # 1288425 - Cox Communications in violation of Net Neutrality](#)

**Date:** 10/26/2016 4:43:43 PM

**City/State/Zip:** Gainesville, Florida 32606

**Company Complaining About:** Cox

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## **Description**

Cox Communications has begun imposing a 1 TB cap on internet usage for consumers. This goes against the principles of open, uninhibited access to online content, promoted by the FCC's Open Internet rules. Further, content provided/managed by Cox does not count toward data usage, which is directly in violation of the no fast lanes/paid prioritization clause.

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[Ticket: # 1288546 - Stop data caps Cable One!](#)

**Date:** 10/26/2016 5:27:01 PM

**City/State/Zip:** Long Beach, Mississippi 39560

**Company Complaining About:** Cable One

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## **Description**

Stop data caps Cable One!!

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**Ticket: # 1288611 - Comcast Internet Data Caps****Date:** 10/26/2016 5:56:51 PM**City/State/Zip:** Aurora, Colorado 80013**Company Complaining About:** Comcast

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**Description**

I do not approve of the recently implemented Comcast data usage caps in the Denver and Aurora, Colorado area. As a telecommuter for my job and subscriber to various internet based television, movie, and music services, I am now reaching the current cap on a monthly basis and cannot switch to other Internet Service Providers in the area, as there are no competitors that offer comparable service. There are no other cable internet providers and no fiber optic internet providers to my home, and phone line based services are not comparable for my day to day usage. The costs of going over the data cap also is excessive. I believe Comcast is taking advantage of it's customers when there are no comparable competitors to switch to and no reasonable reason for data caps, other than making more money.

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**Ticket: # 1288665 - Comcast Data Cap**

**Date:** 10/26/2016 6:32:30 PM

**City/State/Zip:** Albuquerque, New Mexico 87108

**Company Complaining About:** Comcast

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### **Description**

I'm sick and tired of these huge companies taking advantage of our internet and charging us more to get rid of data caps I pay money for my internet so I can use it when I want and not be told i'm over a limit you need to do something about this it is unfair since there are only a handful of internet providers Comcast knows this and is why they can do what they want without anyone stopping them.

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[Ticket: # 1288671 - Comcast/Xfinity data caps](#)

**Date:** 10/26/2016 6:38:27 PM

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

**Company Complaining About:** Comcast

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### **Description**

they shouldn't have the right to limit the amount of data I use it doesn't directly affect other houses or anyone else outside my houses internet speeds. It's only to make more money please stop this

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**Ticket: # 1288743 - Comcast Data Caps**

**Date:** 10/26/2016 7:09:05 PM

**City/State/Zip:** Tacoma, Washington 98465

**Company Complaining About:** Comcast

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## **Description**

These data caps are anti-consumer, anti-innovation, and anti-American. Comcast claims only 1% of there users will be affected, if that's true then why is it necessary? Is it right to implement such a disgraceful policy over all of their customers because, supposedly, 1% or less of their customers use more data then they deem appropriate?

\$10 for 50GB? Data is not oil. It is not a finite resource, especially wired broadband.

FCC please fight for us. Please do your job and protect the American consumer from the telecommunication cartels that are destroying America's internet.

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[Ticket: # 1288778 - Comcast Billing and Data Caps](#)

**Date:** 10/26/2016 7:23:33 PM

**City/State/Zip:** Montgomery, Texas 77316

**Company Complaining About:** Comcast

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## **Description**

Comcast began charging me \$10 a month for a "modem rental", I've never rented a modem... Ever.

I recently upgraded to a higher speed plan which was promptly followed by a letter indicating a 1Tb/month data cap.

We NEED competition, please address this monopoly.

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[Ticket: # 1288823 - Comcast Data Cap](#)

**Date:** 10/26/2016 8:02:13 PM

**City/State/Zip:** Diamond Springs, California 95619

**Company Complaining About:** Comcast

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## **Description**

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

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**Ticket: # 1288833 - Comcast Data Cap**

**Date:** 10/26/2016 8:09:08 PM

**City/State/Zip:** Plumas Lake, California 95961

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently sent out letters claiming my area would be subject to future data caps. This is a disgusting abuse to their customers to force extra fees and in my opinion punish them for NOT using Comcast streaming services which strikes me as a net neutrality issue. I feel this is nearly a monopoly in my area and abuse considering the extra data usage costs them nothing, particularly if used at off peak hours. This is also an Anti-family policy and harms those large families with multiple devices in the home. Further, If i am subject to fees by Comcast, than by nature, Comcast MUST block ALL internet ads and spam as they are allowing data theft to be perpetuated upon their customers. The differences in speed prices are the ONLY type of data caps that should be allowed. They are data capped by the amount of data i can download in a specific time. Please halt this practice.

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**Ticket: # 1288840 - Comcast Data Caps**

**Date:** 10/26/2016 8:13:35 PM

**City/State/Zip:** Wood Dale, Illinois 60191

**Company Complaining About:** Comcast

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### **Description**

The Data caps that Comcast is applying in our area are absurd and are mainly to grab money from people who don't have a choice in the matter to choose them as their internet provider. For the speeds I need to be able to watch streaming video or Netflix I must use Comcast.

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**Ticket: # 1288884 - Verizon Selective Data Usage**

**Date:** 10/26/2016 8:37:51 PM

**City/State/Zip:** Edwards Afb, California 93524

**Company Complaining About:** Verizon Wireless

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## **Description**

Verizon offers free coverage of NFL and NBA game, which is actually very nice.

The part of what they're doing that isn't fair, is that they're allowing people on the network using their LTE service to not use parts of their data cap. This is unfair practice and will only lead to more selective data caps in the future.

I have not contacted Verizon wireless due to how weird this complaint is. It's something that benefits me, but it only does in the short term. In the long term it will hurt anyone who uses the internet. Please, on our behalf, stop them.

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**Ticket: # 1288889 - New Comcast data usage plan**

**Date:** 10/26/2016 8:45:20 PM

**City/State/Zip:** Canton, Michigan 48187

**Company Complaining About:** Comcast

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## **Description**

I am in a market where Comcast is starting to impose a 1TB data plan on Nov 1. I signed up for a 2 year contract with them in July -- at that time there was no mention of any cap. Now they are saying there will be a cap and I will be charged. At the very least, I think that they should honor the service that I have at the time that I signed up for the contract (no cap). I have talked to several people at Comcast -- none have been helpful and most have given me wrong information. Some have told me that there has always been a cap in place (although I have gone over 1TB of usage for the last 3 months with no notification) others have said that I was in a trial period (of which I was never contacted). I have had the Comcast phone representatives try to find information on their web site about either my usage agreement or their plan -- none of them have been able to navigate their own site to find the information. The fact that you cannot easily get to information about their plan, they change the plan after I have agreed to a contract seems very unethical to me. This does not seem like a fair way of doing business. Had I not be in a two-year contract with them, I would not be upset, but it seems like they are not honoring the terms of the agreement (which were never sent to me nor are the available anywhere on the web site.

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[Ticket: # 1288916 - Comcast Data Caps](#)

**Date:** 10/26/2016 9:02:41 PM

**City/State/Zip:** Lansing, Michigan 48911

**Company Complaining About:** Comcast

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### **Description**

Comcast is adding data caps to all their plans, forcing us to pay nearly twice as much as we used to because we go over the cap. It's ridiculous that our usage hasn't changed but our costs are nearly doubling.

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**Ticket: # 1288933 - Comcast Data Cap****Date:** 10/26/2016 9:21:16 PM**City/State/Zip:** Ada, Michigan 49301**Company Complaining About:** Comcast

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**Description**

Comcast has recently implemented a 1TB monthly data cap on my home internet service. My only other ISP option is slow AT&T DSL. I am very unhappy that these companies are allowed to operate basically as a monopoly. They don't compete and the level of service provided is very poor compared to what is available in other countries. In markets where there is actual competition Comcast's service offerings and pricing are much more reasonable.

This new data cap is just pure greed. In the near future with 4K streaming and Virtual Reality becoming more prevalent it will be very easy for a home to consume 1TB+ of data. By implementing these data caps now when most households do not use these up and coming services, Comcast is placing themselves in a position to greatly increase the amount that they can charge customers in the long term.

Comcast should be upgrading their infrastructure instead of taking billions of dollars in profits and buying up movie studios and TV channels. An ISP provides a connection at a data rate, not a volume of data per month. They are trying to redefine what it means to have an internet connection based on the cellular phone service model of extracting the maximum amount of money per customer. This is bad for the consumer and bad for the health of the internet.

I believe that cable lines should be regulated as a public utility in the same way that electric and gas lines are. Third parties should be allowed to offer services over the same physical lines that Comcast uses. Without change the United States will continue to lag behind other countries when it comes to internet access. More and more of the future depends on high quality internet service and right now the major players in that industry are performing very poorly.

Thank you for your time.

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[Ticket: # 1288958 - Cox data caps](#)

**Date:** 10/26/2016 9:54:17 PM

**City/State/Zip:** Bellevue, Nebraska 68123

**Company Complaining About:** Cox

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## **Description**

Hello! I'm sending in a formal complaint about Cox data caps. They've recently implemented or will be implementing a hard data cap of 1tb here in the next month or so. I find this inexcusable. In a world where if anything we're using MORE data, when combined with large game downloads, 4k streaming, and more and more people cutting the cord and using internet alternatives, all this is doing is leading to less competition in the market place. Cable (and cell phone) companies are able to use these caps to stop people from streaming movies and TV online.

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## Ticket: # 1288982 - Serious concern about Comcast's 1TB Data Limit and Overcharging

**Date:** 10/26/2016 10:17:22 PM

**City/State/Zip:** Foster City, California 94404

**Company Complaining About:** Comcast

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### Description

Hello,

I'm writing to complain about the recent letter I got from Comcast Xfinity.

They are trying to limit my internet usage capped to 1TB, and they are saying there will be ADDITIONAL overage charge if I use more than 1TB per month. They are saying this is about internet fairness which is not true at all.

- 1) If they truly care about the internet fairness to low-usage users, they should have given more discount to the users who use less than 1TB. However, what they offered to the users who only use 5GB(!) per month is less than \$10 discount. In contrast, they are unlawfully charging the users for unlimited option for \$50, which is ridiculous.
- 2) They are saying 99% users are using under 1TB per month, which MAY be true at the moment, but this is really short-sighted. In the proliferation of technology-based companies who use streaming technology heavily, like Netflix, Hulu, Spotify, Apple, and Google, the 1TB per month per household is becoming more and more common. Think about 4 people household with all digital devices. Dad is using Netflix in the living room and children are using their own devices to watch movies/games, and mom can also listen to the music, all at the same time. In addition, now 4K services and devices are becoming standards, and this will accelerate even more data usage per household. And I think they (Comcast) know it.

Limiting the data usage for their internet service is seriously violating the net neutrality, because this will limit the advancement of new technology services and companies. This can be easily proved that Comcast's own streaming service (TV, movie) is NOT counted against the data usage limit.

- 3) I recently signed the 1-year renewal contract with Comcast (even with early termination fee) without any mention of data usage limit per month (so, this means unlimited data usage). Now, they are just ANNOUNCING that they are introducing data limit cap and charging additional \$50 per month if I want to keep my unlimited data usage which was ALREADY part of my original contract.

This is serious violation of the contract and Comcast cannot do this. It is totally unfair for the customers because if we are breaking the contract, we should pay for the early termination fee, but the company doesn't. I think FCC should be involved in this situation and make this company stop extorting their customers.

- 4) We cannot believe how Comcast is gauging the customers internet usage. There are already many concerns all over the place, and even there is article about it: <http://arstechnica.com/information->

technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/. I also myself try to gauge my own internet usage, but most of the people wouldn't be able to do themselves. So, this is seriously flaws in the beginning because there is no control if Comcast is overestimating the internet usage and start charging customers more money.

In summary, I think all this happens because of the serious monopoly situation in the broadband market in the US. In my case (and I think most of the US customers will be in the similar situation), the only option I can take is AT&T, which doesn't offer any comparable service. I strongly think this ridiculous behavior from Comcast should be stopped, since this will hurt the millions of customers in US and Comcast will keep manipulating their monopoly to collect more unlawful money from its customers.

Thanks for reading this long letter.



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**Ticket: # 1289002 - Comcast Data Cap and Usage**

**Date:** 10/26/2016 10:49:05 PM

**City/State/Zip:** Chico, California 95973

**Company Complaining About:** Comcast

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**Description**

My complaint is against Comcast and the way they "Measure" data usage. In July 2016 our usage was about 550 GB That's the first month they started measuring. The following months they claim our usage has more than doubled. August over 1200 GB September over 1300 GB October over a 1000 GB. Our usage has not changed if anything it should be less as 2 of my kids have moved out and do not use our internet anymore. My contract with Comcast when I renewed it had no data cap. I do not believe they can accurately track home data usage and it is an unfair practice to try and gouge us the customer for more money and provide us less product. Thank You.

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[Ticket: # 1289006 - Comcast Data Cap](#)

**Date:** 10/26/2016 10:53:04 PM

**City/State/Zip:** Livermore, California 94551

**Company Complaining About:** Comcast

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## **Description**

New data caps in the middle of my year contract is unfair and unlawful. I use internet TV services and this infringes on my freedom to use it without being charged more than what was agreed upon at the time my year long contract was signed.

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**Ticket: # 1289036 - Comcast Data Caps**

**Date:** 10/26/2016 11:28:34 PM

**City/State/Zip:** Columbus, Indiana 47201

**Company Complaining About:** Comcast

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### **Description**

Comcast has implemented a data cap of 1Tb on my account before I must pay more. I have no true competitor to comcast in my area. Comcast has used this lack of competition to their advantage. As resolutions increase, data requirements will increase until everyone breaks their limit.

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**Ticket: # 1289041 - 1 terabyte data cap**

**Date:** 10/26/2016 11:42:38 PM

**City/State/Zip:** Beaverton, Oregon 97007

**Company Complaining About:** Comcast

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## **Description**

There are five people in my household. We use:

Netflix

Hulu

Steam

YouTube

Multiple smart phones and tablets

Simply watching HD movies, renting/buying movies digitally, streaming music, downloading Steam and demos, updates for games and apps we are averaging 1.5TB per month.

Look at the bandwidth requirements that Netflix has on their site for high quality HD video. A family of two or three who watches a good amount of movies or show episodes is going to come very close to 1TB. When you factor in a gamer or two and the huge size of some titles this only makes matters worse.

The line between ISP and content providers is becoming blurred and Comcast is pushing the wow-factor of higher speeds along with HD and Ultra HD. This is no time for U.S. service providers to be capping data on home internet. They are already charging a small fortune for some of the slowest speeds and worst service in the world.

I pay MONEY for a higher than average data speed and I'm being punished by their "fairness" and being put in the "1%" because they are greedy.

Too long didn't read version:

A 1 terabyte data "cap" (more like a threshold) is not practical in today's society. In the U.S. HD viewing can vary between users, 4k viewing and 4k gaming are just around the corner. Comcast are simply punishing their customers who are cutting the cord. This NEEDS to stop NOW. I've been with Comcast for many years and hoped to see things change, but this is unacceptable, I have no problem switching ISPs. I will not pay \$10 extra per 50GB that is used over the cap, and have it come to \$200 extra on top of my bill. Then to charge people \$50 on top of their bill for unlimited data. Comcast are a bunch of liars. Someone needs to stop these thieves.

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**Ticket: # 1289054 - Comcast XFINITY Internet**

**Date:** 10/26/2016 11:52:00 PM

**City/State/Zip:** Biggs, California 95917

**Company Complaining About:** Comcast

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## **Description**

I do not see how Comcast is allowed to change their plans to charge and target users that consume media in this form. The details of my home internet plan have been switched, without my approval or input, to a cap of 1TB per month with an additional automatic \$10 charge for every 50GB of data over that.

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**Ticket: # 1289063 - Comcast Data Capping**

**Date:** 10/26/2016 11:54:11 PM

**City/State/Zip:** Lakewood, Washington 98499

**Company Complaining About:** Comcast

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## **Description**

Comcast/Xfinity is going to be instituting a cap of 1 Terabyte of data on my residence with the potential of purchasing "unlimited" internet for an additional \$50 a month over my current rate. I am currently locked into a contract with Comcast and the fact that they will limit my service for the price that was agreed upon is unbelievable. Their excuse of less than 1% of users use above the cap each month does not give them an excuse to charge more for an agreed upon service. Comcast is clearly limiting the free use of the internet by redirecting people to utilize their Television service instead of the sheer volume of on demand, internet based, video streaming sites available. With 4k video streaming becoming more and more relevant as technologies improve, my household of 4 will go well over the cap and have to pay more for the same service we signed a contract for. There is no fair competition in my area for high speed internet access (>100mbps) and Comcast is clearly utilizing their monopoly on the high speed internet market for their own benefit.

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[Ticket: # 1289074 - Comcast data caps](#)

**Date:** 10/27/2016 12:07:05 AM

**City/State/Zip:** Pueblo, Colorado 81004

**Company Complaining About:** Comcast

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## **Description**

I think it isn't right that they are enforcing a data cap on my home internet.

I have never had this issue with any other internet provider.

It is all a way for them to make more money.

It's not fair.

Please stop this!

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[Ticket: # 1289078 - Data Cap](#)

**Date:** 10/27/2016 12:10:37 AM

**City/State/Zip:** Clovis, California 93611

**Company Complaining About:** Comcast

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### **Description**

I had a verbal agreement with Comcast for the next 12 months of service. This verbal agreement did not include a data cap and is a violation of that agreement.

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**Ticket: # 1289094 - Comcast imposing data caps on home Internet usage**

**Date:** 10/27/2016 12:37:09 AM

**City/State/Zip:** San Francisco, California 94131

**Company Complaining About:** Comcast

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## **Description**

I've recently received a letter from Comcast stating that they're implementing a data cap on internet usage at home. Comcast has admitted that its data caps are a business decision, not an engineering requirement. They've no justification other than to rake in more money by using anti-competitive tactics, penalizing consumers with fees and limiting Internet video options (Netflix, YouTube, Amazon, etc.).

This is a direct threat to net neutrality and fair competition. Please consider addressing this.

Thank you,

██████████

More information:

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

<http://www.extremetech.com/computing/212376-comcast-admits-that-its-data-caps-are-a-business-decision-not-an-engineering-requirement>

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[Ticket: # 1289112 - Xfinity Data Caps](#)

**Date:** 10/27/2016 1:11:03 AM

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

**Company Complaining About:** Comcast

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## **Description**

Xfinity should not be allowed to put data limits on high speed Internet. This is unethical. Their justification is that 99% of consumers won't be affected, then why even cap us? I thought we were beyond the days of paying by the hour for the internet.

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**Ticket: # 1289117 - Data Caps Comcast**

**Date:** 10/27/2016 1:21:01 AM

**City/State/Zip:** Blaine, Washington 98230

**Company Complaining About:** Comcast

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**Description**

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

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

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

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

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[Ticket: # 1289131 - Comcast capping the internet usage](#)

**Date:** 10/27/2016 1:37:03 AM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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## **Description**

Starting on Nov 1st, Comcast will be capping the limit on internet usage. This is outrageous, especially if you're living in a 5+ person household. I understand that 1TB is a lot but because people are already using under 1TB, I dont see the reason why there needs to be a cap on data usage. This is causing a lot of hate from Comcast customers and it would be great if you could stop this. Thanks.

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[Ticket: # 1289160 - Comcast's data caps punishing those who don't use their cable service](#)

**Date:** 10/27/2016 3:46:37 AM

**City/State/Zip:** Elk Grove, California 95624

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to issue data caps on my service starting November 1st, 2016. This is an unfair punishment to those who don't use their TV service. These caps directly affect those who use the internet for their entertainment needs. Services like Netflix & Amazon Video. Comcast is the only provider at my residence that offers speeds faster than 24mpbs.

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**Ticket: # 1289161 - Data cap**

**Date:** 10/27/2016 3:54:24 AM

**City/State/Zip:** Doetinchem, Arkansas 36374

**Company Complaining About:** Comcast

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## **Description**

On knowledge and belief, Comcast is rolling out a new data cap of 1TB for its customers. As a company that which is allowed to operate a virtual monopoly, the government has a responsibility to step in and prevent abuses such as this; a ploy to increase their bottom line. While it might be true that a very small number of customers will be affected by this policy change currently, Comcast has likely calculated that the \$50/mo price tag to lift its artificial data cap to be a revenue driver only a couple of years down the line as information technology bandwidth requirements grow exponentially. Comcast has acknowledged that there is no congestion issues with its network. It may be that this new policy claims to combat piracy or create "fairness" between the top percentile of users and the median; these are straw-man arguments and should be dismissed as such. These Comcast data-caps are a dangerous precedent and shouldn't be allowed to move forward. Thank you.

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**Ticket: # 1289174 - Comcast 1TB data cap**

**Date:** 10/27/2016 6:26:41 AM

**City/State/Zip:** Centennial, Colorado 80112-3131

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

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**Ticket: # 1289255 - Unfair Comcast 1TB data cap being imposed in my area**

**Date:** 10/27/2016 9:14:10 AM

**City/State/Zip:** Chico, California 95926

**Company Complaining About:** Comcast

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## **Description**

I received a letter yesterday from Comcast informing me that I'm going to have a 1TB data cap imposed on my service. I am worried about the direction home internet is heading if Comcast can get away with imposing limits like that. It's very clearly a targeted discrimination towards those that would prefer to use streaming content services on their home internet connection. My average internet usage over the last 3 months was about 950GB per month, with my last month of usage coming in at over 1200GB. That would place me over Comcast's artificial 1TB limit and incur additional charges on my bill moving forward. Comcast is requesting an additional \$50 to make my service unlimited, which it already was before, just to get more money out of me. Something needs to be done about this on a national level.

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**Ticket: # 1289309 - Cox Communication and data cap overage fees**

**Date:** 10/27/2016 10:10:59 AM

**City/State/Zip:** Omaha, Nebraska 68106

**Company Complaining About:** Cox

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## **Description**

To whom it may concern:

I would like to raise a point of protest against Cox Communication first LOWERING the allowed data cap per month and then quietly initiated a brand new policy to CHARGE for data cap overages! I've been a Cox Communication customer for about 11 years and this is what my loyal patronage is rewarded with!

There's virtually no competition for me to turn to in Omaha; Cox Communication has the fastest speeds. Other ISPs can't even come close. Due to Cox Communication's monopoly on service, they're able to raise rates and introduce new and unfair fees and there's literally nothing I can do about it. This is unfair, un-American, and a disgrace to the freedom we enjoy every day.

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[Ticket: # 1289313 - Internet data cap](#)

**Date:** 10/27/2016 10:13:19 AM

**City/State/Zip:** Omaha, Nebraska 68117

**Company Complaining About:** Cox

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## **Description**

Hello FCC,

I live in Omaha Nebraska and Cox communications is implementing a data cap on all its internet consumers here in Omaha starting in November.

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**Ticket: # 1289318 - Data Caps**

**Date:** 10/27/2016 10:16:40 AM

**City/State/Zip:** Omaha, Nebraska 68102

**Company Complaining About:** Cox

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## **Description**

Cox Communications is starting to impose a data cap of 1TB on all Omaha, NE users as of November 1st, 2016.

See reddit thread for more information:

[https://www.reddit.com/r/Omaha/comments/59l0gg/cox\\_data\\_cap\\_starting\\_in\\_november/](https://www.reddit.com/r/Omaha/comments/59l0gg/cox_data_cap_starting_in_november/)

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**Ticket: # 1289330 - Comcast Data Cap**

**Date:** 10/27/2016 10:24:21 AM

**City/State/Zip:** Cottage Grove, Minnesota 55016

**Company Complaining About:** Comcast

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## **Description**

We received a letter from Comcast this week stating we are going to have a 1Terabyte bandwidth cap put in place as of 1 November 2016. If we pay \$50 extra a month we can have unlimited. But if we go over it is \$200 fee. How is this even legal? As a Senior Systems Engineer I know bandwidth caps are complete nonsense. A way for a company to bilk their customers out of more money. In my city, Cottage Grove, MN., we have no other choice. Century Link is an absolute horror show and TW does not server our area. Now Google Fiber laid off half their workforce and stopped rolling out their service? We is enough enough? On top of that, Comcast is specifically targeting "cord-cutters" like my family. If a movie or show is on both Comcast OnDemand, and Netflix or similar service, the data used to watch it counts if you use Netflix or other service, but NOT OnDemand? This HAS to be illegal. If it isn't, it should be.

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[Ticket: # 1289333 - Cox Communications Imposing Data Caps](#)

**Date:** 10/27/2016 10:25:17 AM

**City/State/Zip:** Omaha, Nebraska 68114

**Company Complaining About:** Cox

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## **Description**

I am incredibly frustrated that Cox Communications will start to impose a hard data cap on my internet service starting next month. I believe that this change is anti-consumer and is only here to get more money out of us. There is no degradation of infrastructure by letting us have more than 1TB of data per month and this change can do nothing, but hurt the consumers.

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**Ticket: # 1289352 - Cox Implementing Data Caps in Omaha, NE Market**

**Date:** 10/27/2016 10:38:06 AM

**City/State/Zip:** Omaha, Nebraska 68116

**Company Complaining About:** Cox

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## **Description**

I am incredibly frustrated that Cox Communications will start to impose hard data caps on my internet service starting next month. I believe that this change is anti-consumer and is only here to get more money out of us. There is no degradation of infrastructure by letting us have more than 1TB of data per month and this change can do nothing but hurt the consumers. With little to no competition, these internet service providers walk all over consumers and we have little we can do to stop them. I urge you to stop Cox Communications and other ISPs from implementing these anti-consumer data caps.

Thank you.

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**Ticket: # 1289386 - Comcast Data Caps**

**Date:** 10/27/2016 10:53:45 AM

**City/State/Zip:** San Francisco, California 94133

**Company Complaining About:** Comcast

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## **Description**

Comcast has become a regional monopoly. Due to the fact that it trades-off regions with its other major competitors, it can impose whatever billing practices it pleases in the areas in controls.

The FCC would like to pretend that there is internet competition in my area, but there is no real high-speed internet competition. Recently, using its power position in the market, Comcast has decided to alter the terms of my internet service to require data caps of 1 TB per month. I am still required to pay the same price I have been paying and receive no concession for this "altered" internet service deal. Not only that, but I have no recourse in turning to the competition because there is none (at reasonably high internet speeds). Comcast now will charge \$50/month additional to receive the same internet service I had before the change (on top of the \$100/month that I already pay for internet and very basic cable). That's a 50% increase! That is ridiculous and out of reach for the everyday consumer.

Comcast has very easily supported current consumer usage without the need for data caps. Suddenly, it has determined to charge for extra data in order to fight off internet-based TV competition such as Netflix and Amazon Prime because it is hemorrhaging TV customers to them due to its already-poor business practices. These data caps are a move to try and strangle consumers who want to stream HD videos from Netflix, Amazon, and others in order to break free from Comcast's TV service, which can easily put an individual over the monthly 1 TB data caps. It seems these anti-consumer practices are the only way it can retain its customer base and/or grab back the money it was losing from "cable-cutters".

The FCC has allowed this Oligopoly internet provider system to go on too long and needs to fully declare broadband internet as a utility so that Comcast's unreasonable pricing practices can be called into question. The FCC is supposed to be a representative for the American people against monopolistic business practices. Comcast's blatant anti-consumer, one-sided, and money-grabbing actions show that it has no fear of recourse from its helpless consumer base or from any Government oversight agency. This needs to change. FCC, please do something to stop this practice of Data Caps and ultimately, please move to break-up the power of these regional monopolies by declaring internet service as a public utility.

Thank you

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**Ticket: # 1289476 - Data Cap**

**Date:** 10/27/2016 11:31:10 AM

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

**Company Complaining About:** Comcast

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## **Description**

On knowledge and belief, Comcast is rolling out a new data cap of 1TB for its customers. As a company that which is allowed to operate a virtual monopoly, the government has a responsibility to step in and prevent abuses such as this; a ploy to increase their bottom line. While it might be true that a very small number of customers will be affected by this policy change currently, Comcast has likely calculated that the \$50/mo price tag to lift its artificial data cap to be a revenue driver only a couple of years down the line as information technology bandwidth requirements grow exponentially. Comcast has acknowledged that there is no congestion issues with its network. It may be that this new policy claims to combat piracy or create "fairness" between the top percentile of users and the median; these are straw-man arguments and should be dismissed as such. These Comcast data-caps are a dangerous precedent and shouldn't be allowed to move forward. Thank you.

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[Ticket: # 1289480 - Comcast's new data cap is ridiculous.](#)

**Date:** 10/27/2016 11:34:24 AM

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

**Company Complaining About:** Comcast

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## Description

Comcast's new data cap is ridiculous.

First, one big issue is that Comcast is not announcing this new change in policy. They don't send you an email, letter, or call you up about these changes that are happening. I only found out because I read about it online in an article. If I had not stumbled across it, November 1st would have rolled around, the new 1TB cap would've been activated for our household, and we would've gone over it easily and been billed extra for something we had not been informed about. That alone should be throwing up a bunch of red flags. They're preying on customers who won't pay attention to the increased price in the bill, or people who have automatic bill payments. Even when I called to confirm that these changes were happening, the first Comcast agent said we were already under a 300GB internet cap, which wasn't true. It wasn't until we got to the third agent that he confirmed we didn't have a cap, but the 1TB cap would go into effect November 1st.

They tested caps in parts of the country by putting 300GB caps on home internet, and now they're forcing all customers to a 1TB(1,024 GB). That doesn't sound so bad, right? People who had the 300GB cap now have an increased cap, a bit more than triple. That is true, except the 1TB cap is still not enough. For a decent amount of people, they won't even notice the cap. People who sparsely use the internet.

The real issue is with everyone else. We're in a new age where internet is very important. Just like back in the day, you needed a home phone. Everyone had a home phone , it was a necessity. Internet has quickly grown in importance and is even more of a necessity then home phones back in the day, because it does so much more.

People need the internet, and the majority of people use a lot of internet. Emails, videos, video streaming, Voice over IP(VoIP), downloading games, reading the news, online shopping, social media, and so much more require the internet. One person alone can easily reach a 1TB cap a month depending on their internet usage, especially if they do IT work or other computer related professions at home. The real problem comes in when you have 2+ people at home. What about a family of 4? I can easily tell you how that goes, because I live at home with my family. The 4 of us watch YouTube, Netflix, and Twitch on a daily basis. Not only that, but we play games, and the size of games have been getting bigger the last few years exponentially. We, as a family, easily hit 1TB of data before the month even ends. What are we supposed to do, pay an extra \$50 a month for unlimited data when it was already unlimited for years? We live week to week as it is, we can't afford that. We save money by staying home most nights and weekends, playing games together, watching movies on Netflix, or having our own time on YouTube. This all requires internet.

Then comes Comcast, putting a cap on how much internet we can use before going over the cap and getting additional charges. Surely if the internet was a costly resource, it would've been capped since the beginning. No, it isn't. It doesn't cost Comcast more money if a customer uses more or less internet, they even admitted it once or twice. THIS is the main problem. They are capping the internet and charging more if you go over, or charging for unlimited internet. But Internet usage does not cost them anything.

The only thing they can charge customers for that actually costs them money, is home installations, being connected to the ISP, modems, and internet speeds. Home installations is connecting the

home to the ISP, and modems is renting or buying modems from the ISP(In this case,Comcast). Internet Speed costs is having a better connection, either through better cables to connect to the ISP, or getting priority over other customers when using internet from the ISP. However, in no way, shape, or form is internet usage costing an ISP a single dime. Sure, using their service should cost money, but using more of their service doesn't cost them anything. They aren't pumping water or gas to the house, a resource that is used up. Internet usage is simply being connected to the network and that is it, they aren't spending money to send data to my home network.

Not only that, but while under the cap, you can't stop using data. By that, I mean that if you're close to reaching the cap, it would make sense to turn the internet modem off and think no more data is being used. Nope, that is incorrect. Comcast constantly sends information to your home network. Not only does that mean that unplugging your modem won't stop your data usage from stopping, but that your monthly data you're allowed to use is wasted. The useless information Comcast sends out to your home network wastes your monthly data limits. You could unplug your modem at the start of the month and leave it so until the end of the month, check your monthly usage, and see that 50GB-100GB or so was being used up even though you did not use any internet at all.

They say we have 1TB of data a month, but it might as well be 900GB.

Bottom of the line: Internet usage does not cost Comcast anything, so why is it being capped? There is no other reason, then them trying to earn more money than they already do, even though they are a big monopoly, where many people in plenty of states have no choice but to use Comcast.

Look at any city that has google fiber, and you'll see Comcast's prices are lower there than anywhere else. They're simply abusing their monopoly status, charging high prices and now enforcing caps.

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**Ticket: # 1289488 - Data Caps**

**Date:** 10/27/2016 11:36:25 AM

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

**Company Complaining About:** Comcast

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## **Description**

I'm writing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted[1] in internal customer service guidelines[2] that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

[1] = <https://gizmodo.com/comcast-will-cap-more-peoples-data-because-of-fairness-1740913276>

[2] = <https://i.imgur.com/quf68FC.jpg>

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**Ticket: # 1289495 - Data Cap**

**Date:** 10/27/2016 11:37:23 AM

**City/State/Zip:** Oxford, Pennsylvania 19363

**Company Complaining About:** Armstrong Cable

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## **Description**

Only option for cable and high speed internet in my area is Armstrong cable. They have a horribly low data cap on their plans at 250GB. Both my wife and I are required to be on call or work from home. With VPNing in from home and casual streaming use we have come very close to the data cap almost every month and we haven't yet hit the busy on call season yet. They have no issues charging \$10 for every extra 50GB used. In this day in age with internet speeds where they are and even wireless companies offering unlimited data it is ridiculous to have such a low data cap. And I don't even have a option to try any other company since Armstrong has a local monopoly in my area.

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[Ticket: # 1289500 - Comcast's new data cap is ridiculous.](#)

**Date:** 10/27/2016 11:37:53 AM

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

**Company Complaining About:** Comcast

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## Description

First, one big issue is that Comcast is not announcing this new change in policy. They don't send you an email, letter, or call you up about these changes that are happening. I only found out because I read about it online in an article. If I had not stumbled across it, November 1st would have rolled around, the new 1TB cap would've been activated for our household, and we would've gone over it easily and been billed extra for something we had not been informed about. That alone should be throwing up a bunch of red flags. They're preying on customers who won't pay attention to the increased price in the bill, or people who have automatic bill payments. Even when I called to confirm that these changes were happening, the first Comcast agent said we were already under a 300GB internet cap, which wasn't true. It wasn't until we got to the third agent that he confirmed we didn't have a cap, but the 1TB cap would go into effect November 1st.

They tested caps in parts of the country by putting 300GB caps on home internet, and now they're forcing all customers to a 1TB(1,024 GB). That doesn't sound so bad, right? People who had the 300GB cap now have an increased cap, a bit more than triple. That is true, except the 1TB cap is still not enough. For a decent amount of people, they won't even notice the cap. People who sparsely use the internet.

The real issue is with everyone else. We're in a new age where internet is very important. Just like back in the day, you needed a home phone. Everyone had a home phone, it was a necessity. Internet has quickly grown in importance and is even more of a necessity than home phones back in the day, because it does so much more.

People need the internet, and the majority of people use a lot of internet. Emails, videos, video streaming, Voice over IP(VoIP), downloading games, reading the news, online shopping, social media, and so much more require the internet. One person alone can easily reach a 1TB cap a month depending on their internet usage, especially if they do IT work or other computer related professions at home. The real problem comes in when you have 2+ people at home. What about a family of 4? I can easily tell you how that goes, because I live at home with my family. The 4 of us watch YouTube, Netflix, and Twitch on a daily basis. Not only that, but we play games, and the size of games have been getting bigger the last few years exponentially. We, as a family, easily hit 1TB of data before the month even ends. What are we supposed to do, pay an extra \$50 a month for unlimited data when it was already unlimited for years? We live week to week as it is, we can't afford that. We save money by staying home most nights and weekends, playing games together, watching movies on Netflix, or having our own time on YouTube. This all requires internet.

Then comes Comcast, putting a cap on how much internet we can use before going over the cap and getting additional charges. Surely if the internet was a costly resource, it would've been capped since the beginning. No, it isn't. It doesn't cost Comcast more money if a customer uses more or less internet, they even admitted it once or twice. THIS is the main problem. They are capping the internet and charging more if you go over, or charging for unlimited internet. But Internet usage does not cost them anything.

The only thing they can charge customers for that actually costs them money, is home installations, being connected to the ISP, modems, and internet speeds. Home installations is connecting the home to the ISP, and modems is renting or buying modems from the ISP(In this case, Comcast).

Internet Speed costs is having a better connection, either through better cables to connect to the ISP, or getting priority over other customers when using internet from the ISP. However, in no way, shape, or form is internet usage costing an ISP a single dime. Sure, using their service should cost money, but using more of their service doesn't cost them anything. They aren't pumping water or gas to the house, a resource that is used up. Internet usage is simply being connected to the network and that is it, they aren't spending money to send data to my home network.

Not only that, but while under the cap, you can't stop using data. By that, I mean that if you're close to reaching the cap, it would make sense to turn the internet modem off and think no more data is being used. Nope, that is incorrect. Comcast constantly sends information to your home network. Not only does that mean that unplugging your modem won't stop your data usage from stopping, but that your monthly data you're allowed to use is wasted. The useless information Comcast sends out to your home network wastes your monthly data limits. You could unplug your modem at the start of the month and leave it so until the end of the month, check your monthly usage, and see that 50GB-100GB or so was being used up even though you did not use any internet at all.

They say we have 1TB of data a month, but it might as well be 900GB.

Bottom of the line: Internet usage does not cost Comcast anything, so why is it being capped? There is no other reason, then them trying to earn more money than they already do, even though they are a big monopoly, where many people in plenty of states have no choice but to use Comcast.

Look at any city that has google fiber, and you'll see Comcast's prices are lower there than anywhere else. They're simply abusing their monopoly status, charging high prices and now enforcing caps.

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[Ticket: # 1289512 - Cox Cap](#)

**Date:** 10/27/2016 11:42:43 AM

**City/State/Zip:** Gainesville, Florida 32604

**Company Complaining About:** Cox

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## **Description**

Cox recently decided to start enforcing a 1 TB cap for residential internet use, as well as raising their price. They are now enforcing a \$10 fee for every 50 gigabytes over one terabyte.

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[Ticket: # 1289540 - Cox Is adding data caps](#)

**Date:** 10/27/2016 11:47:12 AM

**City/State/Zip:** Bennington, Nebraska 68007

**Company Complaining About:** Cox

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## **Description**

Cox is adding a hard data cap of 1 terabyte. Every 50 gigs you go over is another 10\$ This is fucking bullshit and is just another way to get screwed over.

It's a load of poo that "heavy users" degrade service. The only time they have to do maintenance is when a switch breaks or they need to replace a trap at the node. Caps are just a way to nickel and dime consumers

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[Ticket: # 1289552 - Hard Data Cap - Net Neutrality Violation](#)

**Date:** 10/27/2016 11:50:30 AM

**City/State/Zip:** Omaha, Nebraska 68122

**Company Complaining About:** Cox

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## **Description**

Cox is implementing a hard 1TB cap in the Omaha market with a \$10 per 50GB overage charge effective in November. This is a direct violation of Net Neutrality.

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**Ticket: # 1289653 - Comcast data cap**

**Date:** 10/27/2016 12:27:06 PM

**City/State/Zip:** Shelton, Washington 98584

**Company Complaining About:** Comcast

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## **Description**

Good morning,

I would like to write to the FCC today to discuss about an important topic that I think would harm consumers and stifle American economic growth. Comcast announced a few weeks ago that they would be imposing a 1TB data cap for all of their customers who use them as an internet service provider. Now normally I wouldn't contact the FCC about such an issue as I believe a free market would prevent the issue at hand from happening. However, after looking at multiple apartments in the Seattle area it has become apparent to me that there is no free market. There are only two big ISPs in Seattle, CenturyLink and Comcast and unfortunately much of the area only has Comcast as the ISP. Almost all of the apartments that I toured in the northern Seattle area could only get Comcast as their ISP. This causes a problem because if I wish to move there I cannot take my money elsewhere to show my displeasure with Comcast's new data cap policy. This flies in the face of everything that our economic system is about.

Additionally I believe that this new policy that Comcast will be enacting in a few days will hold the US economy back. With the power of the Internet, start up costs for businesses have plummeted which has allowed anyone with a good idea to go and start their business. I can give an example that I am familiar with. I do a bit of game development/art asset creation in addition to my job as a printer. Before tools like Maya cost \$3,000-4,000; now Maya for game development costs \$30/mo. It is now easier than ever to start a business in your garage and websites like Kickstarter prove it. Data caps would affect people like me negatively because I use a lot of bandwidth to upload backup copies to offsite services such as Microsoft OneDrive. In addition I also am looking into streaming my game development sessions so I can learn from others and others can learn from me. That alone can take up a large amount of bandwidth and would cause me to pay large amounts in data cap overage fees just for trying to turn my ideas into a business.

This change would also be anti-consumer. I, like most people, watch Netflix a decent amount and as 4k streaming begins to become more common the 1TB data cap would be quickly used up especially if multiple people live in a household.

The way I see it is that this data cap is just a way for Comcast to extort more money from consumers while providing the same service and people like me have no other ISP in the area to turn to. If Comcast is allowed to enact this policy many people like me will either have to cease our goals and marginally weaken job growth or pay for an unaffordable \$300/mo business class Internet connection. With how the Internet is growing it would also hurt everyday families in a few years as downloads and streaming solutions become bigger.

Thank you for your time,

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[Ticket: # 1289692 - Cox charging for exceeding data cap](#)

**Date:** 10/27/2016 12:45:01 PM

**City/State/Zip:** Omaha, Nebraska 68108

**Company Complaining About:** Cox

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## **Description**

Cox starting in November will be charging their customers in Nebraska \$10 for every 50gbs they go over their data caps. They have never done that before and with 4k becoming a new standard, everyone will be using more data. This is clearly a cash grab. And I'm using their ultimate internet service (the highest service they have) which HAD a 2 tb soft data cap, which they LOWERED to 1tb about 1 or 2 months ago. This happening in conjunction with their rate increases is absolutely outrageous. They have had 2 rate increases within a year.

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**Ticket: # 1289775 - Comcast Data Plans are Completely Idiotic****Date:** 10/27/2016 1:16:45 PM**City/State/Zip:** San Mateo, California 94403**Company Complaining About:** Comcast

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**Description**

I pay for the bandwidth and they want to charge me in addition on data usage "based on a principle of fairness", which is completely false, since their infrastructure is limited on bandwidth NOT data usage, which is how I WAS billed. This is clearly an anti-consumer practice and hinders the usage of high-bandwidth internet services that are in competition with Comcast's cable offerings that do not use data, pushing cord-cutters back to terrible cable for entertainment. They claim that 1TB is definitely enough for everyone, but with evolving technologies this increasingly doesn't become the case. They claim you can play 12,000 hours of online video games, but this is disingenuous, as games are easily 50GB per download now, not including patches and the bandwidth required for online play. They claim 700 hours of HD video, but 4K UHD @ 60fps is now becoming increasingly popular which takes up ~68Mbps, which is only 34 hours.

I pay for 150Mbps, and with their data usage plans, I get 15.5 hours of the advertised bandwidth per month, a whopping 2% of hypothetical data usage. If I want the other 98%, I have to pay \$50 extra a month or pay \$10 per 50GB over 1TB.

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**Ticket: # 1289782 - Data caps on internet in Internet in Omaha, NE**

**Date:** 10/27/2016 1:18:06 PM

**City/State/Zip:** Omaha, Nebraska 68104

**Company Complaining About:** Cox

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## **Description**

My ISP, Cox, is implementing 1T data caps for all their internet service. Starting next month, I will not have unlimited service. This seems dishonest; it's not like there's a scarcity of bytes. And data caps don't help COX manage bandwidth during peak internet demand periods, which is actually the scarce resource here.

I already pay COX based on bandwidth. Paying them based on data cap too is not really fair.

My provider is also not doing a very good job communicating this change in policy: I am afraid they are trying to sneak it in, and then later hold it over my head by giving me overage charges or forcing me to upgrade to a higher speed (my current speed level is fine for my needs).

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[Ticket: # 1289823 - Unfair data caps enforced by Cox](#)

**Date:** 10/27/2016 1:33:39 PM

**City/State/Zip:** Gainesville, Florida 32608

**Company Complaining About:** Cox

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## **Description**

Recently my internet provider, Cox, began enforcing 1 TB data caps. My plan, which I still pay the same price for, used to be unlimited.

Data caps are unreasonable and unlawful, especially because the price of my plan hasn't changed.

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**Ticket: # 1289857 - Data cap concerns**

**Date:** 10/27/2016 1:47:43 PM

**City/State/Zip:** Dexter, Michigan 48130

**Company Complaining About:** Comcast

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## **Description**

I am a Computer Security Analyst who works out of his home to provide for his family. When my family and I originally chose this location, one of the requirements was selecting an area that would provide us reasonably priced unlimited broadband cable speeds. At the time Comcast's support for this area met the technology needs at an acceptable price for this location.

I have recently learned that in the coming month of November, Comcast intends to impose a data cap of one terabyte of data. This is made with the claim that presently a significant majority of their consumer base does not use near that amount of data. While that claim may be true, I have a significant number of concerns surrounding this change to my area.

As my work environment, and those of others who now work from home in our digital age, we are using our bandwidth to perform work essential to our families livelihood. Data caps are a severe hindrance to the rise of a mobile work force that allows employees with high demand skill sets to work in their region of preference. This is extremely important to allow both employees and businesses access to compete in the marketplace regardless of their location. At the present time my family and friends are now considering moving to a location that does not have data caps as unlimited data is essential for our modern life styles.

To the best of my knowledge, there is no third party or regulatory body that is ensuring that Comcast is metering the usage of the data correctly. This specific concern became realized when Comcast had their data caps in trial in some regions and some online users have claimed the usage metering appeared inconsistent. Some of the numerous related incidents, <http://www.extremetech.com/internet/219638-customer-fcc-complaints-signal-huge-problems-with-comcasts-data-cap-meter> and <http://www.slashgear.com/comcast-overcharges-for-bandwidth-usage-find-out-if-youre-affected-28420070/> . Without an independent third party to regulate how data usage is metered, how can we as consumers know and trust that the data is being metered correctly?

While Comcast's assertion may be that a majority of their current customers use less than one terabyte per month, I feel this amount has a very short life span. At present the most common monitor and television I have found in the homes of my own, families, and friend have been 1080p. Now that 4k resolution has significantly dropped in price, I feel that within the coming few years that will become the norm. If so, will not the average data usage of the consumers moving to this new technology be increased accordingly? This would make the terabyte datacap significantly too small for the average consumer. I am concerned that Comcast and other cable providers based on their history will not move quickly enough to reasonably support the technological demands of those who choose to stream content. What is Comcast's plan to raise the data cap above one terabyte in the coming years to accommodate the new standard of high definition streaming?

Comcast already had "soft" data caps with their current model. When I as a consumer subscribed to a cable line. I know the speed over time. Given this, I can multiply that speed per second times the

number of seconds available in that month to know my allotted data. That is what we had previously. An “unlimited” cap placed on what was possible within the confines of our physical world. So to me this hard data cap is a direct degradation of service I was paying for.

As a security analyst, I am keenly aware of the potential for harassment through denial of service attacks that imposing data caps on consumers can have. An individual without a data cap (or a significantly greater one) could choose to send unnecessary data to another consumer over their monthly period. This may prevent them from getting their fair usage from the service as they had their data used without permission by other individuals. This also opens up consumers to become victims from foreign threat actors should they choose to target specific consumers en masse via large scale data usage attacks. In addition to the intentionally harmful service denial attacks data caps open consumers up to, there the unintentional ones. Many applications users run automatically update applications. There is a very real possibility that a forced application update could contain an error in the new code where an application would unknowing to the user, use a substantial amount of data due to an error. These types of scenarios can be extremely difficult to find and far beyond the average consumers skill set or time, yet may affect them once hard data caps are a realized norm. What is Comcast’s plan to ensure the data being charged for by the plan was only data used intentionally by the consumer and not forced by an outside source?

This hard data cap I feel restricts my ability as a consumer to use entertainment streaming services that are an alternative to cable television programming. By setting a datacap, Comcast makes it difficult for competitors in the entertainment market of which they directly compete to enjoy the service at the same fidelity for the same amount of time. I feel that for Comcast to both be in the market of Broadband Internet and Cable Entertainment has encouraged them to impose data caps to make cable television a financially incentive alternative (by placing a extra \$50 expense on unlimited internet), possibly eliminating the streaming media competition they now face and I feel does not make the net neutral.

In my area, the only option I have for the speeds I feel I require is Comcast. Without competition, Comcast is asserting its dominance in my area, to enforce data caps.

At this point I feel there are a number of reasonable actions that the FCC could take to help remedy this situation for myself and my fellow consumers. Only permit a company to partake in business related to Internet access. In doing so, the internet service provider(ISP) would not have an exterior incentive (such as eliminating entertainment competition) to impose data caps. Create a “last mile” type system, where from only the cable-box to the home the line is run. This would drastically drop the price of entry for other ISP’s, permitting true competition in the market. The final option is to flat out ban on hard data caps. At the end of the day, I feel data caps are being used as a way to eliminate the streaming media competition that providers such as Comcast now have.

Thank you for your time and I look forward to your response thoroughly addressing all of my numerous concerns and questions.

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[Ticket: # 1289893 - Data Cap](#)

**Date:** 10/27/2016 2:00:37 PM

**City/State/Zip:** Ralston, Nebraska 68127

**Company Complaining About:** Cox

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## **Description**

Cox has informed the Omaha, NE area in November it will start charging overage fees if you have gone over 1 TB of data in a month. This data is arbitrary and does not cost Cox any additional money. It only serves to extort customers of more money.

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[Ticket: # 1289910 - Comcast Data Usage Limit](#)

**Date:** 10/27/2016 2:05:53 PM

**City/State/Zip:** Carmel, California 93923

**Company Complaining About:** Comcast

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## Description

Hello,

We received a data usage limit notification by Comcast, for our in-home internet service. Considering that Internet is replacing television and that we stream the majority of our content, we are concerned with this limit that is suddenly forced upon us. This is not congruent with net neutrality and is unfair business tactics for monetary gain. We already pay \$200 per month and our options are limited to Comcast, in our home. Please consider that this is not a necessity, but a tactic of greed.

Thank you,



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[Ticket: # 1289943 - 1 TB/Month data cap](#)

**Date:** 10/27/2016 2:16:36 PM

**City/State/Zip:** Omaha, Nebraska 68114

**Company Complaining About:** Cox

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### **Description**

They are moving to charging \$10 per 50gb over the TB cap in a few weeks.

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[Ticket: # 1289975 - Cox data caps.](#)

**Date:** 10/27/2016 2:25:15 PM

**City/State/Zip:** Omaha, Nebraska 68136

**Company Complaining About:** Cox

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## **Description**

This is absolutely outrageous and should be totally illegal. We already pay out the ass for services that are pretty much required and they should not be able to impose data caps

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**Ticket: # 1289981 - STOP Comcast data caps!**

**Date:** 10/27/2016 2:27:01 PM

**City/State/Zip:** Fremont, California 94536

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

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**Ticket: # 1289985 - Cox Internet in Omaha, NE enforcing data caps for internet usage.**

**Date:** 10/27/2016 2:29:03 PM

**City/State/Zip:** Omaha, Nebraska 68102

**Company Complaining About:** Cox

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## **Description**

Cox Communications in Omaha, NE announced they would begin enforcing data caps for their internet users, and charging fines when people go over their allotted monthly data limits. This practice is unfair and exploitative to consumers, and sets an oppressive tone for other ISPs to follow suit. The hard caps don't do anything to prevent any congestion that might occur at peak usage times. One could still get slow speeds and buffering in the evening while not ever exceeding their cap. Conversely, one could watch Netflix from midnight to 6am each day, exceed their data cap, and never affect another person's internet speeds.

Additionally, with the onset of colder weather, many people will be staying indoors with their electronics and internet. Beginning to charge for exceeding data caps at the start of winter comes off as a predatory business practice that harms consumers. Additionally, 4k TVs being a hot Christmas item, paired with 4k Netflix, average baseline data consumption per capita is likely to see a strong increase.

This practice of charging fees for data caps is unfair, predatory, and oppressive. Please stand up to big monopoly ISPs and prevent them from extorting their consumers!

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[Ticket: # 1290008 - Cox Cable data cap in Gainesville, FL](#)

**Date:** 10/27/2016 2:36:51 PM

**City/State/Zip:** Gainesville, Florida 32605

**Company Complaining About:** Cox

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## **Description**

Cox just instituted a data cap (at least here in Gainesville). This is unacceptable. We have no other Internet providers that compete and this is our only option in a college town. It's ridiculous

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[Ticket: # 1290070 - Data Cap](#)

**Date:** 10/27/2016 2:53:11 PM

**City/State/Zip:** Omaha, Nebraska 68152

**Company Complaining About:** Cox

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## Description

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**Ticket: # 1290081 - Comcast/Xfinity Data Caps and Overages**

**Date:** 10/27/2016 2:55:01 PM

**City/State/Zip:** Haverhill, Massachusetts 01832

**Company Complaining About:** Comcast

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## **Description**

Hello.

To whom it may concern, I hereby wish to file a formal complaint with the FCC regarding Xfinity/Comcast and their implementation of data caps and overages for their internet services.

First and foremost, I am in an area where their service is the only viable option, and they effectively kept and continue to keep out any competition.

Add to this the issue now where they are beginning to roll out data caps, essentially forcing anyone who wants to remove it a nominal fee, regardless if they signed up for a service under contract for X amount of time.

The caps themselves are ridiculous in this day and age. Even a 1TB cap is easily exceeded with the number of devices in a normal American home and with more than 1 person using services. I myself have my data backed up to the cloud and between the initial upload and ongoing regular syncs to check for changes, regular internet usage, etc. it's easy to blast right through it. Most software is also now digital, meaning if you have to reinstall a steam game, or bought something new, that's additional bandwidth being used.

How much longer before they get away with speed lanes and the like? In addition to net neutrality, I call upon my government to begin classifying internet access as a utility (ideally, TV should be as well). We need better regulation, fair prices, and MORE competition.

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[Ticket: # 1290129 - Cox charging for data by incremental use](#)

**Date:** 10/27/2016 3:10:12 PM

**City/State/Zip:** Gainesville, Florida 32607

**Company Complaining About:** Cox

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### **Description**

Cox Cable has started charging per data cap. I thought that was expressly forbidden by net neutrality.

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**Ticket: # 1290159 - Data Caps****Date:** 10/27/2016 3:21:51 PM**City/State/Zip:** Saint Paul, Minnesota 55108**Company Complaining About:** Comcast

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**Description**

I was recently informed by my ISP (Comcast) that they would be implementing data caps on my current plan. This is unacceptable to me and continues to push towards my lack of choice and inability to use all the services that I would like to use on the internet. I recently subscribed to have 4K streaming on my Netflix account to use with my new 4K TV, however, now due to data caps I will likely have to cancel this service as I can not stream significant amount of 4K content without incurring additional cost penalties from Comcast. This is restricting my use of a service which is in direct competition with the cable part of Comcast's business. Further, I occasionally have to work remotely for work, so the internet is important to my livelihood and business. Normally in a free market I could choose another provider if I was unhappy, however, upon doing some research Comcast is the only provider in my area that offers speeds I need, and also is the provider with the highest data caps (including an unlimited option that will cost me an additional \$50.00 a month for the same service I had previously). So ultimately every other choice I have is worse than Comcast, but I am unhappy with their choices, and I am now forced into paying more for a previous service.

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**Ticket: # 1290196 - Comcast's introduction of data caps is incredibly customer-hostile**

**Date:** 10/27/2016 3:32:17 PM

**City/State/Zip:** Ann Arbor, Michigan 48104

**Company Complaining About:** Comcast

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## **Description**

Comcast has added an artificial bandwidth cap, with usurious rates for users who exceed it. They've effectively doubled the price for the same (unlimited-bandwidth) level of service, with no additional benefits. The fee structure is built to force customers to decide whether to commit to a higher monthly flat price (with a 12 month commitment) or gamble with their Internet usage and pay \$10 per 50GB over the limit, up to \$200 per month.

If Comcast were really adding this cap in the name of service reliability, they would cap the \$200 cost limit at no more than the flat rate for unlimited access (\$50 per month), or do as wireless providers do and reduce connection speed when the cap is exceeded. Forcing customers to gamble with data usage is not for service reliability, it is for Comcast's financial gain.

These caps enable Comcast to prevent customers from gaining open access to competitive streaming TV content services by excessively pricing the bandwidth needed to do so. Comcast's own TV service over cable is at an unfair advantage because watching it does not count against the customer's bandwidth quota. This practice would seem to fly in the face of FCC's recent decision to classify ISPs as utilities rather than telecommunications companies.

There is no way for a customer to hard-limit their Internet usage to be stopped at the cap, and therefore no way to prevent overage charges. Notifications exist from Comcast, but they are done in a laughably insecure manner, by injecting Comcast packets into non-Comcast HTTP traffic. This is not acceptable means of notification based on commonly-held security and privacy principles on the Internet. Training customers to accept communications from their ISP in random, non-secure webpages leaves a huge opportunity for phishing attacks.

This also raises concern that Comcast could insert other content, such as advertisements or illegal tracking tokens to use for advertising sales.

Additionally, when I inquired about getting an alternative offer to the newly-added AT&T Gigapower service, the agent I spoke with looked up my address, saw that I was not directly served by AT&T, and then indicated that because there was no AT&T competition at my address I was not able to get any additional pricing offers. This pricing behavior highlights what we already know: that Comcast is a monopoly which doesn't care at all about serving the customers forced to use it.

This is unacceptable behavior for a service provider that gives access to a critical utility such as the Internet. Artificial caps, price gouging for overages, and excessively anti-competitive behavior on Comcast's part make the use of the Internet cost-prohibitive for some members of my community and reduce the effectiveness of the Internet for everyone's First Amendment right to free expression.

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**Ticket: # 1290199 - Data Cap**

**Date:** 10/27/2016 3:33:47 PM

**City/State/Zip:** La Vista, Nebraska 68128

**Company Complaining About:** Cox

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## **Description**

Cox has informed us that they will be putting a data cap on their internet service beginning 11/21/16. The data will cap at 1tb and anything over that will be charged at \$10 for an additional 50gbs. I have a family of 4, 2 of those are my children who are in high school and college. The vast majority of their assignments require the Internet. As a family we subscribe to streaming services like Netflix, Hulu, HBOgo etc and a data cap like this means we may be unable to enjoy these services that we also pay for. In my area I don't have other options. Cox is it. This is like extortion. It's ridiculous and cox should be ashamed by their blatant greed.

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**Ticket: # 1290232 - Comcast imposing unfair data caps and excluding Comcast services**

**Date:** 10/27/2016 3:42:01 PM

**City/State/Zip:** Fishers, Indiana 46037

**Company Complaining About:** Comcast

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**Description**

I am one of many Americans that recently discovered that my Comcast internet data is soon to be monitored and capped at 1 terabyte per month. I do not currently exceed this data amount, but with online game downloads reaching up towards 100gb recently and 4k content becoming more and more prevalent on Netflix, Amazon, and YouTube I can absolute understand that data usage in my home and others around the country will only go up and Comcast stands to profit considerably from this despite taking on literally no additional costs due to the userbase's extra usage.

To make matters worse, Comcast is allowing some services provided by themselves to be counted data-free, which is anti-competitive and in clear violation of net neutrality laws. Comcast is giving their own services special treatment and customers that choose alternative sources are being punished.

Please help in doing whatever you can to stop Comcast and other regional monopolies from imposing data caps and anti open internet practices in their business. Comcast is the only broadband provider in my town and I have no choice but to comply with their anti-consumer practices. At this point in society the internet is a basic human right and is not considered a luxury or something that we can simply cancel if we disagree with our provider. My family and my community Needs internet access and Comcast is the only company around, so we need something else to stand up to these monster companies when we cannot.

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[Ticket: # 1290286 - Internet Data caps](#)

**Date:** 10/27/2016 3:58:22 PM

**City/State/Zip:** Altadena, California 91001

**Company Complaining About:** AT&T

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## **Description**

Our internet access is being restricted and held hostage against us due to data cap limits.

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[Ticket: # 1290390 - Data Caps Implementation with Charging extra](#)

**Date:** 10/27/2016 4:42:49 PM

**City/State/Zip:** Omaha, Nebraska 68106

**Company Complaining About:** Cox

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## **Description**

Data caps serves as another form violation on the open and neutral internet. Cox and various other internet service companies are slowly encroaching on controlling the flow of information and content after their approaches to data pathway methods failed. The implementation of data caps renews this attempt and also serves to hamper and limit access to certain form of data and certain activities thus harming not just the consumer but also businesses that utilize free flow of information and content with extra monetary compensation.

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[Ticket: # 1290404 - Cox Communications Internet Data Caps](#)

**Date:** 10/27/2016 4:47:34 PM

**City/State/Zip:** Omaha, Nebraska 68164

**Company Complaining About:** Cox

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## **Description**

Cox Communications decided they want to impose overage charges with their data caps. Data caps are a complete joke and there is no cost or overhead for people who use a lot of data. Using a lot of data doesn't break switches or any other equipment. This is just another way to suck money from the consumer. They are trying to recoup losses from cord cutters and people who don't want to pay their ridiculous price of cable.

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**Ticket: # 1290453 - Cox Data Caps**

**Date:** 10/27/2016 5:02:43 PM

**City/State/Zip:** Council Bluffs, Iowa 51503

**Company Complaining About:** Cox

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## **Description**

Good afternoon,

I'm a resident of Council Bluffs, IA, part of the Omaha Metro area. I currently subscribe to Cox high speed internet. In my neighborhood, I have two options for broadband connectivity: Cox and CenturyLink. I'm an IT professional, and I regularly work from home. CenturyLink's highest available speed for my home is a mere 12Mbps, which doesn't provide the bandwidth necessary for video conferencing and remote work. As such, the sole viable provider for me is Cox.

Cox has begun implementing additional billing for any usage above one terabyte monthly. Between my work, recreational video gaming, and video streaming from YouTube, Netflix, Hulu, and Amazon, I regularly meet the one terabyte threshold. While I have the second-highest tier of internet available, Cox has implemented the one terabyte data cap across its product, so it's impossible for me to upgrade to a higher tier product to support my internet usage.

It is unfair that I'm restricted to a single viable internet service provider in a major metropolitan area of nearly a million residents, and that provider has begun to enforce additional billing on a customer base with no other option and no ability to adjust costs to usage habits. Cox's decisions negatively impact my ability to use my internet service as I wish, which affects both my work and recreation.

Thanks,

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[Ticket: # 1290498 - Cox starting Data Caps](#)

**Date:** 10/27/2016 5:19:30 PM

**City/State/Zip:** Omaha, Nebraska 68135

**Company Complaining About:** Cox

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### **Description**

My ISP, Cox, is planning to start charging for going over a data cap. I feel this practice is unfair at the expense of the consumer. We pay a set rate for their service, and they are trying to squeeze more money from us by coming up with artificial limits. As someone who works from home, this could impact my ability to do so. Thank you for helping the consumer with this major issue.

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**Ticket: # 1290518 - Comcast Data Caps**

**Date:** 10/27/2016 5:31:44 PM

**City/State/Zip:** Portland, Oregon 97225

**Company Complaining About:** Comcast

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**Description**

On Nov 1, 2016 Comcast is instituting a 1TB /month data cap on ISP plans in many service areas. My service area, Portland, OR, is one area that is being affected by this. ANY data cap is unacceptable, because data per se is an UNLIMITED resource. ALL data caps are 100% arbitrary. Bandwidth is the limited resource. Congestion can ONLY happen by over-saturation of bandwidth. When ISPs start capping services, they're not trying to prevent congestion. They're trying to arbitrarily limit service to get them more money, and that's the only reason they do it. This allows them to negate competition based on quality of service, and will allow them to 'compete' on arbitrary restrictions, ultimately for the worse of all customers.

Data caps are a major concern to many consumers and are unnecessary considering the steep decline in internet provisioning and transit costs and the extremely high price (and profitability) providers already get from offering unlimited broadband service.

Please ban data caps implemented by Comcast, and other ISPs, as they are unnecessary and discriminatory against competing online video services.

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[Ticket: # 1290544 - Internet Issue/Net neutrality](#)

**Date:** 10/27/2016 5:40:19 PM

**City/State/Zip:** Omaha, Nebraska 68028

**Company Complaining About:** Cox

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### **Description**

Cox in Omaha NE has started by issuing data caps.

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[Ticket: # 1290553 - Comcast imposing data cap](#)

**Date:** 10/27/2016 5:44:08 PM

**City/State/Zip:** Tallahassee, Florida 32304

**Company Complaining About:** Comcast

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## **Description**

Comcast just sent notice that they will be capping data usage to 1tb and will charge \$200 for each overage. The other option is pay an additional \$50 per month for unlimited access. They have already messed my bill up so much it's not funny. This hurts any using any type of 4K streaming as it uses a lot of data. This is unfair and a way to get them even more money.

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[Ticket: # 1290569 - Comcast Data Cap](#)

**Date:** 10/27/2016 5:52:09 PM

**City/State/Zip:** Erie, Colorado 80516

**Company Complaining About:** Comcast

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## **Description**

Comcast is planning on rolling out data caps for wired internet connections in my state. there are no other services that even come close to competing with comcasts speeds in my area.

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**Ticket: # 1290623 - Comcast terabyte data cap is nothing more than a cash grab**

**Date:** 10/27/2016 6:25:05 PM

**City/State/Zip:** Cary, Illinois 60013

**Company Complaining About:** Comcast

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## **Description**

Comcast recently announced its new 1T data cap in the Chicagoland area. I called them to complain and heard nothing but pre-canned statements (likely from their legal dept.). My main argument is that I can leave ALL of my TVs on 24 hrs/day for an entire year and never be charged more than my monthly fee. Now, if I go and stream the EXACT same content over the EXACT same wire (I know they use different frequencies) they can charge me extra when I go over the 1T limit.

This is nothing more than their way of replacing lost revenue for a crummy product (Cable TV - 100s of channels with nothing on) that has people leaving cable TV behind and turning to streaming content that they want to see when they want to see it.

I'd switch providers but they are the only cable internet game in town (which is a whole other complaint altogether).

Please consider my concern and stop Comcast and others like them from trying to milk the American people for every penny they can.

Thank you.

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[Ticket: # 1290645 - Cox Data Cap - Omaha, NE](#)

**Date:** 10/27/2016 6:41:32 PM

**City/State/Zip:** Bellevue, Nebraska 68005

**Company Complaining About:** Cox

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## **Description**

Cox Communications in Omaha, NE is implementing data caps and overage fees for local customers starting in November.

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**Ticket: # 1290712 - Comcast internet data cap**

**Date:** 10/27/2016 7:15:48 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast informed me of the data cap effective Nov. 1 of 1 terabyte. They said only 1% of customers are effected. Then told me I have already exceeded the cap for this month if cap had been in place. I have a 2 person household that is trying to save money by cutting cable TV subscriptions and we use 2 streaming services. I can't believe we use so much more data than everyone else. Can their numbers be trusted? These caps are a burden on consumers. The unlimited data package of \$50 month more is ridiculous. Then they just raised the fee for the basic internet service also. There are only 2 choices in my area and I quit ATT as it got too expensive. Now Comcast wants to do the same. And how can they enforce this in my town when other towns in the state are not having this limit placed on them? Lack of competition is making for oppressive internet providers. This is not good for consumers.

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[Ticket: # 1290717 - Data caps are not okay.](#)

**Date:** 10/27/2016 7:18:34 PM

**City/State/Zip:** Austin, Texas 78717

**Company Complaining About:** Charter

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## **Description**

Comcast is introducing data caps and charging outrageous amounts to get unlimited. Data is free, they should not be charging extra for something that doesn't cost them money. We already have bandwidth caps, that's the only thing costing them money. The only reason Comcast can do this is because they have a monopoly on areas of the country, especially smaller cities. I do not have Comcast personally but if Comcast can get away with this, there's no doubt that other companies (like Charter) will follow suit. We cannot allow these companies to control the Internet. Utility companies are not allowed to put caps on the amount of water or electricity we use, you just pay for what you use. No outrageous fees for going over, no warnings, no "unlimited" plans, no catch. In this modern age, Internet is a utility. The internet is a place that connects people from all of the world, we can't let these companies destroy the internet.

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**Ticket: # 1290736 - Cox Data Caps with little to no notice**

**Date:** 10/27/2016 7:31:25 PM

**City/State/Zip:** Omaha, Nebraska 68134

**Company Complaining About:** Cox

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## **Description**

Cox is informing people with service in Omaha that there will be a hard data cap, with overage charges, starting at a currently undetermined date. I am complaining because as it is, Cox has often had their internet service go down in the middle of the night with no warning or apology for being unable to provide the service I am paying them for. So I am not understanding why exactly I need to have a hard cap on my data, when I already wish there was an alternative besides Century Link (which is far too slow of a speed for the money you pay each month).

The attached file is a screenshot of a Cox representative confirming the data cap, but not the date or amount for overage charges. Please look into this, I cannot believe they can do this on such short notice.

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[Ticket: # 1290774 - Home internet data cap](#)

**Date:** 10/27/2016 7:51:48 PM

**City/State/Zip:** Omaha, Nebraska 68138

**Company Complaining About:** Cox

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## **Description**

Cox Cable is trying to implement a data cap on home internet. 1TB of data is not enough for a family of my size where we have 4k streaming. Also tried implementing with less than 1 months notice to any of us customers in Omaha.

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**Ticket: # 1290787 - Internet data caps**

**Date:** 10/27/2016 7:58:38 PM

**City/State/Zip:** Omaha, Nebraska 68130

**Company Complaining About:** Cox

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## **Description**

How is a data cap of 1 TB at all useful or meant to ease network congestion during peak usage time as is the claim? This is simply a ploy to stop the cord cutters. With 4K TVs becoming a hot item this season and streaming services offering streams in HD and 4K it will easily eat up the data provided. In addition, with music streaming services and online gaming where games can be purchased digitally and the sizes of the games ranging from 10-60 GB it is just ridiculous to have a data cap limit. There's also the forced advertisements for some of the video sites such as YouTube which eat up data as well. This is especially true with the incredibly low data caps on mobile devices which can account for 10-20% of the allowable usage.

Having a data cap is a major step backwards. It doesn't serve a legitimately valid purpose other than to nickel and dime the consumers from "overages" while lining the ISPs pockets.

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**Ticket: # 1290797 - Anti-Competitive Data Cap**

**Date:** 10/27/2016 8:02:14 PM

**City/State/Zip:** Westminster, Colorado 80031

**Company Complaining About:** Comcast

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**Description**

I recently received an email that I will have a 1Tb data cap placed on my internet service.

I share a home with two other people and we all stream and use cloud based services. We only have cable because it makes our internet less expensive for basic, and we use services such as Netflix, Amazon Prime, and HBO NOW for entertainment streaming purposes.

My issue is that Comcast exempts themselves from these data caps while at the same time offering a competing product to the services I listed above. 1Tb is well enough for now, but they are clearly using their monopoly status to get in front of 4k and UHD content. For the record, the only other option for Internet in my service area provides a paltry 1.2 Mb/s.

In addition, networks are built to handle a certain speed, not throughput. It costs no more to deliver the millionth terabyte than the first.

The very nature of the data cap is anti-competitive and outright greedy. It is an attempt to further monopolize their position in the (non-existent) market and further take advantage of their customers and the rest of the population.

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**Ticket: # 1290814 - Comcast and their 1TB Data Cap**

**Date:** 10/27/2016 8:20:58 PM

**City/State/Zip:** Snellville, Georgia 30078

**Company Complaining About:** Comcast

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## **Description**

This is regarding Comcast's plan to roll out a 1TB cap to all Xfinity internet users. The prospect of a data cap in the present is almost unbearable. In an age where files are getting larger (with AAA title video games nearing 100GB downloads each), streaming content is becoming more common, and consumers are using the internet for more and more things, you'd think the concept of a cap on activity would be thrown out the window.

What's even more unsettling is looking towards the future. 4K Videos are already on the rise. Large files are simply going to get larger. The computer storage industry has already become aware of this, making harddrives that have numerous terabytes of space easy and affordable to use. Why are ISPs like Comcast intent on sticking to the past?

It's a business move, and that's all there is to it. Jason Livingood, VP of Internet Services over at Comcast, has already pretty much confirmed that QoS is and never has been a concern. Data caps are an anti-consumer construct meant to milk internet users of every penny they can in a time where people are using more and more data. It's despicable.

Worst thing is that I'm one of a large majority of people who don't have much of a choice of ISP. Comcast is the only option for actual high speed internet. They have a stranglehold on the industry that needs to be seriously evaluated, both for the health of the economy as a whole, and on a simple moral level. It does no good for anyone other than Comcast.

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[Ticket: # 1290841 - Recieved mail about a data cap!?](#)

**Date:** 10/27/2016 8:40:01 PM

**City/State/Zip:** Fort Collins, Colorado 80525

**Company Complaining About:** Comcast

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## **Description**

Comcast has been a decent service since I have begun living here in Fort Collins. Now suddenly out of the blue they are placing a Data Cap on the whole city is atrocious. I should be free to use whatever amount I want. 1 TB of data is something I have exceeded every month except when I go on vacation. Please do something about this.

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[Ticket: # 1290870 - Xfinity wants more money from customers](#)

**Date:** 10/27/2016 8:55:45 PM

**City/State/Zip:** Jacksonville, Florida 32259

**Company Complaining About:** Comcast

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## **Description**

Xfinity will start to limit monthly data usage with a 1TB cap and charging \$10 per each 50GB over the limit. However, if customer wants to get an unlimited data plan you are welcome to pay an additional \$50 per month.

With this kind of approach it wouldn't be a big surprise if 3 months later they decided to charge \$100 per month for their unlimited data plan. This is a result of a monopoly by Xfinity in regards to internet service.

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[Ticket: # 1290885 - Internet data caps](#)

**Date:** 10/27/2016 9:02:54 PM

**City/State/Zip:** Bellingham, Washington 98225

**Company Complaining About:** Comcast

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## **Description**

I have had xfinity internet for about the past 3 months with no issues. I just checked my email inbox today to find out that they would be putting a 1tb data cap on my internet. This was placed in my inbox without warning and they are trying to make it sound like a consumer-friendly thing. My bill is still the same and I would have to charge my account an extra \$50 just to go back to unlimited data which I had before.

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[Ticket: # 1290949 - Comcast Data Caps](#)

**Date:** 10/27/2016 9:59:53 PM

**City/State/Zip:** Kent, Washington 98032

**Company Complaining About:** Comcast

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## **Description**

I live in the Seattle area and Comcast just started data caps in this service area.

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[Ticket: # 1290990 - Data Cap](#)

**Date:** 10/27/2016 11:03:35 PM

**City/State/Zip:** Omaha, Nebraska 68136

**Company Complaining About:** Cox

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## **Description**

Cox Cable is capitalizing on their monopoly for high speed internet and adding data base usage caps. Data based usages caps do nothing to help network congestion, as they are not time of day based (where high usage might be problem) and are instead just cash grabs and punishment for not buying their cable services. The internet needs to remain open and accessible to all.

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[Ticket: # 1291022 - Cox establishing data caps](#)

**Date:** 10/27/2016 11:50:13 PM

**City/State/Zip:** Omaha, Nebraska 68117

**Company Complaining About:** Cox

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## **Description**

Apparently starting in November, Cox will be establishing data caps of 1 TB per household. As you know, with the advent of 4K streaming, these data caps are nothing more than ways for companies to enrich themselves on the backs of those who have no other choice. In my area, for instance, there are no other cable companies or internet providers from which to choose. This monopoly and blatant cash-grab tactics is unacceptable.

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[Ticket: # 1291038 - Comcast data cap](#)

**Date:** 10/28/2016 12:30:25 AM

**City/State/Zip:** Saint Paul, Minnesota 55104

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting a data cap in November.

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[Ticket: # 1291068 - Comcast introducing data caps effective Nov 1 in my area](#)

**Date:** 10/28/2016 2:21:48 AM

**City/State/Zip:** Denver, Colorado 80205

**Company Complaining About:** Comcast

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## **Description**

I just received mailing today 10/27/2016 about Comcast introducing data-caps effective Nov 1 2016 on my internet plan. I have no other options for service in my area for internet. This cap reduces the value of my "old" plan and will now cost more for the service I once had with no difference in the quality of service. Looking into the future this will harm myself, other consumers and future consumers as the amount of data and information available and consumed will continue to expand as we see technological advances and improvement to internet infrastructure (or lack thereof). Data caps will stifle healthy competition and they are a guise to undermine net neutrality.

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**Ticket: # 1291104 - COMCAST CAP of 1TB**

**Date:** 10/28/2016 5:57:29 AM

**City/State/Zip:** Mendota Heights, Minnesota 55120

**Company Complaining About:** Comcast

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### **Description**

Well, Comcast's big push starting 11/1/2016 is to put a cap of data usage on my internet here in Minnesota. My problem with that is I'm sick and tired of being capped for data that I am paying for the service to use. At this rate why would I pay for faster speed of internet if it's just going speed up my progress to reach that 1 tb mark.

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[Ticket: # 1291211 - cox Omaha starting data caps](#)

**Date:** 10/28/2016 9:22:21 AM

**City/State/Zip:** Omaha, Nebraska 68134

**Company Complaining About:** Cox

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## **Description**

Cox communications in Omaha,NE will be starting to use a data cap(1TB) next month. This is preposterous. In the age of 4k Netflix, this cap will be filled rather fast.

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[Ticket: # 1291212 - Comcast data caps](#)

**Date:** 10/28/2016 9:23:47 AM

**City/State/Zip:** Aurora, Colorado 80017

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

██████████

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[Ticket: # 1291228 - Data caps and data based billing](#)

**Date:** 10/28/2016 9:29:36 AM

**City/State/Zip:** Gainesville, Florida 32607

**Company Complaining About:** Cox

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## **Description**

This week Cox Communications both increased their internet prices by almost 10 percent and added an enforced 1TB data cap with a penalty charge for using more than the allotted amount. This move takes advantage of their virtual monopoly over internet service in Gainesville, and only serves to increase their profits.

With the growing use of data-heavy, 4K streaming services such as Netflix, the average Gainesville family will go over Cox's data cap simply by continuing to stream video in their homes as many are already doing. The decision by Cox to charge based on data usage serves to keep people locked into cable subscriptions.

Data limits and overage charges are a ploy by cable companies to increase their profits by taking advantage of consumers as the demand for high definition streaming increases. Broadband providers have admitted that caps have nothing to do with data congestion. This behavior creates a hostile and discouraging environment, and serves to harm consumers and limit innovation.

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**Ticket: # 1291261 - Comcast's new data caps****Date:** 10/28/2016 9:53:25 AM**City/State/Zip:** Houston, Texas 77059**Company Complaining About:** Comcast

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**Description**

I'm sure there are going to be countless complaints about this, but here is another one. Comcast's new 1TB data cap is a blatant and transparent attempt to circumvent net neutrality. It's been obvious for a while that Comcast and other TV providers are hemorrhaging customers of their extremely overpriced TV service as they leave for the better pastures of online streaming services. These companies have obviously always wanted to stop people from using streaming services so that customers are forced to continue paying for said TV service. Net neutrality has thankfully stopped them from doing so, until now. The 1TB cap is only going to affect people who use many gigabytes of data on a daily basis. There aren't a lot of ways to do that, but streaming video is by far the most common one. And with video streaming, it's very easy to exceed 1TB in a month. As such, people who stream video are going to have no choice but to pay Comcast an exorbitant fee to continue doing so, or stop streaming video. For the sake of open internet, net neutrality needs to be expanded to make data caps unacceptable, as they serve no other purpose than to control internet customers, which is exactly what net neutrality is supposed to prevent. Monthly data caps have absolutely no positive effect on anyone, but implementing them allows Comcast to extort even more money from their customers than they already are. The internet is pretty much a requirement to function in the modern world, and it's an atrocity that here in America, most areas have nothing but bad choices for internet service providers.

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[Ticket: # 1291321 - Cox Data Cap as attempt to charge customers more money for less](#)

**Date:** 10/28/2016 10:31:10 AM

**City/State/Zip:** Council Bluffs, Iowa 51501

**Company Complaining About:** Cox

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## **Description**

How is a data cap of 1 TB at all useful or meant to ease network congestion during peak usage time as is the claim? This is simply a ploy to stop the cord cutters. With 4K TVs becoming a hot item this season and streaming services offering streams in HD and 4K it will easily eat up the data provided. In addition, with music streaming services and online gaming where games can be purchased digitally and the sizes of the games ranging from 10-60 GB it is just ridiculous to have a data cap limit. There's also the forced advertisements for some of the video sites such as YouTube which eat up data as well. This is especially true with the incredibly low data caps on mobile devices which can account for 10-20% of the allowable usage.

Having a data cap is a major step backwards. It doesn't serve a legitimately valid purpose other than to nickel and dime the consumers while lining the ISPs pockets.

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[Ticket: # 1291503 - Unreasonable data caps.](#)

**Date:** 10/28/2016 11:51:14 AM

**City/State/Zip:** Romeoville, Illinois 60446

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently introduced data caps in IL where previously there was none. It 's anti-consumer as it costs them no extra money to provide more of an internet that is already provided. In addition, Comcast also heavily advertises their own video streaming services that do not count against data caps. This is entirely anti-competitive. It serves only to pad Comcast's pocket in a market with currently no competition. With 4k TV and multi GB gaming becoming the norm, it's entirely too easy to surpass these caps on a monthly basis.

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**Ticket: # 1291703 - Comcast Xfinity**

**Date:** 10/28/2016 1:12:44 PM

**City/State/Zip:** Spring, Texas 77381

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility. This is total crap and need help stoping this.

Sincerely,

██████████

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[Ticket: # 1291734 - Cox Data Caps](#)

**Date:** 10/28/2016 1:25:18 PM

**City/State/Zip:** Omaha, Nebraska 68104

**Company Complaining About:** Cox

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## **Description**

I did not agree to a data cap with my initial contract with cox, data caps do absolutely nothing to help consumers or cox with the flow of the internet, all it does is allow them to be anti competitive with companies that offer high resolution streaming services. Data caps need to stop and I hope this message reaches the right person to help combat this absurd issue.

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[Ticket: # 1291761 - Data cap](#)

**Date:** 10/28/2016 1:33:57 PM

**City/State/Zip:** Omaha, Nebraska 68164

**Company Complaining About:** Cox

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## **Description**

Cox is trying to implement a 1tb data cap in nebraska next month.

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**Ticket: # 1291831 - comcast 1tb data cap**

**Date:** 10/28/2016 2:05:21 PM

**City/State/Zip:** Las Cruces, New Mexico 88005

**Company Complaining About:** Comcast

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## **Description**

Hello, please intervene with Comcast massive 1tb data cap roll out in most of the USA. the roll out of data caps is unjust and anticompetitive to other services competing with comcast and other telecoms corporations such as Youtube, hulu, twitch, and netflix. I am outrage that these anticompetitive practices but helpless to do anything about it. Me as a young adult being a at home stock trader see Internet services as essential part of modern life. Living in a small city in New Mexico theres no other alternatives to turn to. With all the consolidation going on in the telecoms industry I'm afraid of whats going to happen in the next five years if no one steps to regulate these practices and say this is not right.

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[Ticket: # 1291914 - Re: ATT Data cap on Uverse internet](#)

**Date:** 10/28/2016 2:41:36 PM

**City/State/Zip:** Danville, Indiana 46122

**Company Complaining About:** AT&T

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### **Description**

This is a follow-up to your previous request #1011399 "ATT Data cap on Uverse internet"  
Not a single one of my issues from #1011399 has been resolved or even addressed.

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[Ticket: # 1291935 - cox cable data caps](#)

**Date:** 10/28/2016 2:50:17 PM

**City/State/Zip:** Omaha, Nebraska 68131

**Company Complaining About:** Cox

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## **Description**

Cox is implementing data caps down to 1TB with overage charges. They say this reduces massive users (total usage) and helps with high usage times (bandwidth) and 99% of their customers fall under this anyways. Their reasons have nothing to do with monthly capacity. This is just a way to nickel and dime users for using services like Netflix and other streaming media services. They have already increased our monthly bill by \$15 in the last year, why do they need to add fees on top of that?

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[Ticket: # 1291974 - Cox Communications](#)

**Date:** 10/28/2016 3:09:38 PM

**City/State/Zip:** Omaha, Nebraska 68130

**Company Complaining About:** Cox

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### **Description**

Cox is implementing 1tb data caps next month in Nebraska, everyone please file an FCC complaint, it only takes a few minutes. Data caps do absolutely nothing other than allow ISPs to be anti competitive to streaming companies and hinder cord cutters.

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[Ticket: # 1292021 - 1 TB data cap](#)

**Date:** 10/28/2016 3:28:01 PM

**City/State/Zip:** Omaha, Nebraska 68164

**Company Complaining About:** Cox

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## **Description**

The 1 tb Data caps do absolutely nothing other than allow ISPs to be anti competitive to streaming companies and hinder cord cutters.

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[Ticket: # 1292105 - Internet data caps](#)

**Date:** 10/28/2016 3:55:26 PM

**City/State/Zip:** Houston, Texas 77012

**Company Complaining About:** Comcast

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### **Description**

Comcast is putting a 1TB data cap on all users nation-wide. This isn't fair.

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**Ticket: # 1292108 - COX Data Cap**

**Date:** 10/28/2016 3:56:21 PM

**City/State/Zip:** La Vista, Nebraska 68128

**Company Complaining About:** Cox

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### **Description**

WE DO NOT AGREE WITH COX IMPLEMENTING A DATA CAP FOR HOW MUCH YOU CAN STREAM! WE PAY ENOUGH FOR CRAPPY SERVICE AS OTHER IS WITH ISSUES THAT NEVER GET RESOLVED!! I'M A STAY AT HOME MOTHER & WE LITERALLY STREAM ALMOST ALL DAY EVERYDAY & ALREADY PAY ENOUGH. I REFUSE TO PAY MORE & WE WILL GET RID OF COX PERMANENTLY IF THIS GOES THROUGH! THE GOUGING HAS TO STOP. SAY NO TO THE DATA CAP!

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[Ticket: # 1292171 - Internet data caps](#)

**Date:** 10/28/2016 4:17:20 PM

**City/State/Zip:** Omaha, Nebraska 68137

**Company Complaining About:** Cox

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## **Description**

Cox Communications in the Omaha area is seeking to implement a 1TB data capture which hurts consumers through usage and through competition.

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[Ticket: # 1292203 - data limits/caps](#)

**Date:** 10/28/2016 4:33:37 PM

**City/State/Zip:** Omaha, Nebraska 68116

**Company Complaining About:** Cox

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## **Description**

I hear that Cox is to start charging for overages of a data cap. I believe I have already been throttled after reaching certain "usage levels" impeding my usage of the internet service I pay for. Implementation of charged data caps would take it one step further....

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[Ticket: # 1292249 - Internet usage cap being applied by Comcast](#)

**Date:** 10/28/2016 5:03:09 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast is adding a 1TB cap to my internet usage beyond which they charge me large amounts per GB used. This is against Open Internet and Net Neutrality.

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**Ticket: # 1292259 - Comcast Data Cap Gouging**

**Date:** 10/28/2016 5:06:51 PM

**City/State/Zip:** Sacramento, California 95835

**Company Complaining About:** Comcast

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## **Description**

Recently the dubious policy of Comcast data caps has reached me now and it is absolutely ridiculous and should be put a stop to. It is well known that data caps are not due to congestion and that the actual cost of broadband internet does not coincide with what is charged. This is allowed to continue because of illegal monopolies on broadband internet that have left many Americans, myself included, with no alternative broadband internet service provider to TWC/Comcast who mysteriously are able to get away with never directly competing. Broadband internet is a necessity for many peoples lives in America as it connects us to entertainment, news, coworkers, professional sources, education and essentially all other facets of information and communication. Data caps stand in the way of progress as a society and should not be allowed so long as the current lack of marketplace competition is allowed. My only solution is to limit my connection to the wider world, or pay exorbitant fees to Comcast which bear no resemblance to the cost of the service provided. It is seemingly both a ploy to encourage usage of Comcasts TV services for entertainment as online streaming media services are a large portion of the public's data usage as well as a shameless money grab. Please put a stop to this.

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**Ticket: # 1292272 - Cox communications hard cap and overages**

**Date:** 10/28/2016 5:13:24 PM

**City/State/Zip:** Bellevue, Nebraska 68005

**Company Complaining About:** Cox

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## **Description**

How is a data cap of 1 TB at all useful or meant to ease network congestion during peak usage time as is the claim? This is simply a ploy to stop the cord cutters. With 4K TVs becoming a hot item this season and streaming services offering streams in HD and 4K it will easily eat up the data provided. In addition, with music streaming services and online gaming where games can be purchased digitally and the sizes of the games ranging from 10-60 GB it is just ridiculous to have a data cap limit. There's also the forced advertisements for some of the video sites such as YouTube which eat up data as well. This is especially true with the incredibly low data caps on mobile devices which can account for 10-20% of the allowable usage.

Having a data cap is a major step backwards. It doesn't serve a legitimately valid purpose other than to nickel and dime the consumers while lining the ISPs pockets

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**Ticket: # 1292335 - Internet Data Caps in Lititz PA- Lack of internet options and competition- Cable service conflict of interest**

**Date:** 10/28/2016 5:53:52 PM

**City/State/Zip:** Lititz, Pennsylvania 17543

**Company Complaining About:** Blue Ridge Communications

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## **Description**

Blue Ridge Communications is the only cable internet provider in Lititz Pennsylvania. They have hard data caps that are designed to extract money from consumers that choose not to sign up for their Cable TV services. This is a conflict of interest as the data caps are so low it's nearly impossible to use the internet with out continued monitoring of usage. The maximum data allowance is 1000GB which is too low for a household streaming 4k content. This issue will only get worse as time goes on and more people begin streaming 4k content.

I regularly go over my 700GB allowance even with constant monitoring and I am required to curb usage to keep my bill reasonable. They charge \$10 for every 50GB over the limit which quickly piles up if I'm not careful.

This is gross gouging of customers who don't subscribe to their cable service as a majority of my television usage is now streaming service like netflix and Amazon.

This wouldn't be as much of an issue if there was another cable internet or fiber company in the area as they would be forced to compete. There is no real competition in this area.

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**Ticket: # 1292367 - Comcast Data Caps**

**Date:** 10/28/2016 6:11:31 PM

**City/State/Zip:** Loveland, Colorado 80537

**Company Complaining About:** Comcast

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## **Description**

I believe Comcast is doing these data caps in order to recoup losses to their cable stocks in Viacom and other networks, as they have implemented a data cap only against Internet, not their cable packages that they have another hand in. They even admit there was no congestion or back-up that would warrant a cap. This is them trying to level the price of streaming services like Netflix, Hulu and others and making them cost as much as a cable package. I think this is wrong, unamerican and **NEEDS TO BE STOPPED**. These monopolies are only going to continue to hurt the innovation and creation that making the United States internet the driving force in world economics it is today.

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[Ticket: # 1292380 - COMCAST data caps](#)

**Date:** 10/28/2016 6:17:24 PM

**City/State/Zip:** Alamo, California 94507

**Company Complaining About:** Comcast

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## **Description**

The new 1TB data cap imposed by COMCAST is merely a way to extort even more money out of their customers than before. Data caps as a whole should be banned, as they directly effect services such as Netflix, which can use significant data when streaming in HD. These caps impede progress towards newer video streaming technologies.

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**Ticket: # 1292395 - Complaint about new data caps from Comcast in Houston**

**Date:** 10/28/2016 6:25:58 PM

**City/State/Zip:** Houston, Texas 77069

**Company Complaining About:** Comcast

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## **Description**

The data caps that Comcast is implementing in their Houston market violates the net neutrality guidelines, as they are punishing those who happen to use more data than the average user. With our world becoming as connected to the Internet with various entertainment services, smart applications, smart homes, it would be unfair to customers who happen to have those gadgets to pay extra. I strongly encourage the FCC to outlaw the data cap practice that is common throughout the country.

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**Ticket: # 1292425 - Data Caps**

**Date:** 10/28/2016 6:43:11 PM

**City/State/Zip:** Plymouth, Minnesota 55442

**Company Complaining About:** Comcast

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### **Description**

I was just notified that my internet plan will have a data cap, even though I am under a contract and did not agree to a data cap when I was placed into a term.

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[Ticket: # 1292450 - Comcast is giving me a data cap when I had none](#)

**Date:** 10/28/2016 7:02:33 PM

**City/State/Zip:** Minneapolis, Minnesota 55408

**Company Complaining About:** Comcast

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## **Description**

Had to data cap on my internet access and now while within contract, they are putting a data cap on and limiting my access to the internet without paying over double my current costs.

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**Ticket: # 1292460 - Comcast's Data Caps****Date:** 10/28/2016 7:20:59 PM**City/State/Zip:** Chico, California 95928**Company Complaining About:** Comcast

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**Description**

One of my main issues with the data caps is the sudden implementation of it without advanced warning from the company. The Data Caps of 1 TB will start on the 1st of November, however I only received notification of it just currently. I am one of the "1%" of customers that uses more than 1 TB of data monthly, and they did not bother reaching out to me further, and in advanced before telling me that my supposed "unlimited plan" was going to be restricted in the coming days.

Another issue that arises is that there is not sure way for the consumer and the company to know if that they have used all or over the allotted data. Data is an unlimited resource, it is not comparable to natural resources that will over time disappear. The company can easily inflate the numbers without the consumers knowing and therefore charge them more at the end of the month. There is no way for consumers with a large family such as mine to keep tabs on every little bit of data we use. There are also other factors that would inflate the number of data we use, but not getting the service we had asked for. Dropped websites would need to be reloaded, therefore using more data to reload the page. Unnecessary adverts that just load numerous pages in a matter of seconds takes up data. There are numerous factors that could add up and inflate that data charges, without you even getting the service you had asked for or wanted in the first place.

Another concern is that I am paying for premium speeds, yet I am on the same boat as the people that have much slower bandwidth. The speed is the only finite resource in networking, yet if I am paying for a better quality speed, why is that I am on equal grounds with people who have a slower package than me? The people that had paid for faster internet speeds should be allotted more Data, as there is no point in having an extremely fast speed when your data pool is restricted to such a measly amount. They do offer an unlimited data plan for an additional \$50, but if you are paying nearly \$200 for your internet service, you expect to be getting additional bonuses that a \$100 or even a \$75 plan wouldn't. Sadly no, you get top of the line speeds, but you're on equal grounds with people who have significantly slower speeds than you.

Now onto my main concern. Comcast had issued an explanation that only 1% of their consumers ever use up 1 TB of their data, and then they proceed to tell everyone that you can have X amount of HD videos streamed in 1 TB, or X amount of pictures downloaded, etc. However, we live in a time where technology is rapidly developing. 4k is now more common, streaming services are now replacing cable television. Files are getting larger and larger every year as quality goes up. Soon, one terabyte would be exceeded in just days rather than a full month. Comcast has taken the liberty to screw its consumers under the facade that they'll treat everyone equally with the same amount of data. If only 1% of the entire consumer base is using more than 1 TB of data, why enforce a data cap entirely? The other 99% wouldn't think of that the data cap is some milestone they have to reach. Comcast is simply abusing its monopoly status to bump up rates and increase their revenue.

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[Ticket: # 1292494 - Comcast Data Cap](#)

**Date:** 10/28/2016 7:53:26 PM

**City/State/Zip:** Vancouver, Washington 98665

**Company Complaining About:** Comcast

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## **Description**

I'm currently in the midst of a 1 year internet contract with Comcast. On October 24th, I received a letter from Comcast stating that starting on November 1st I would have a data cap. This is contrary to the original contract I signed with Comcast, and I find it completely ridiculous that Comcast is allowed to impose data caps on customers.

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[Ticket: # 1292527 - Comcast Data Cap](#)

**Date:** 10/28/2016 8:39:55 PM

**City/State/Zip:** Ann Arbor, Michigan 48103

**Company Complaining About:** Comcast

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## **Description**

Comcast recently began enforcing a data cap on my connection. I am a heavy internet user and this cap is wrong.

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[Ticket: # 1292536 - Comcast data caps in Houston](#)

**Date:** 10/28/2016 8:55:11 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** Comcast

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### **Description**

The implementation of data caps starting in November is unacceptable. Internet should be regulated as a utility.

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[Ticket: # 1292537 - Internet Data Cap](#)

**Date:** 10/28/2016 8:55:30 PM

**City/State/Zip:** Kendallville, Indiana 46755

**Company Complaining About:** Mediacom

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## **Description**

I think it is absolutely ridiculous that Mediacom is allowed to put a data cap on our at home internet! We have 4 members of our family. We love to game on the consoles and my young boys love to watch Educational programs on YouTube and Netflix. We work hard and want to come home to relax and watch some Netflix. Now we are being charged up to Three times?

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**Ticket: # 1292549 - Comcast Data Limit implemented in San Jose**

**Date:** 10/28/2016 9:11:56 PM

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

**Company Complaining About:** Comcast

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### **Description**

I recently received a notification from Comcast that they will be implementing a 1TB data cap on the internet service provided to customers in my area. Customers who exceed this cap will be charged a \$200 Fee. They also notified me that they will be selling a new uncapped service plan which is an extra \$50 per month.

This plan was sold to me as ideal for streaming online content, a data cap of any sort limits my ability to do directly what I purchased this plan for. When I signed up for my Comcast plan there was no mention of a data cap or the possibility of one in the future. Comcast tied me into a year-long contract and have now changed the conditions of the contract. This is anti-consumer practice and is a direct breach of contract and promised service by Comcast.

Comcast is already notorious as the worst company for customer satisfaction in the country and rather than take any efforts to improve their service, They chose to implement extra fines and charges to punish their customers. This data cap is another in a long list of example Comcast has made to prevent free and open internet access. It should be stopped at all costs.

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[Ticket: # 1292563 - Comcast Implementing Data Caps in Houston Nov 1st](#)

**Date:** 10/28/2016 9:25:11 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a 1 TB data cap on previously unlimited internet service on Nov 1st. For consumers relying on internet for communication, entertainment, and business, 1 TB will restrict usage. Conveniently, Comcast's xfinity entertainment and apps are not included in the cap. This is against the spirit of network neutrality and should be illegal.

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[Ticket: # 1292569 - Comcast Data Cap](#)

**Date:** 10/28/2016 9:31:42 PM

**City/State/Zip:** Manitowoc, Wisconsin 54220

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun its data cap in Wisconsin. We cannot get any other high speeds ISPs in our area or I would immediately switch. They have not offered any way of saving consumers in our area money and I can't help but think that this is just another way for them to make money.

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[Ticket: # 1292573 - Comcast Data caps](#)

**Date:** 10/28/2016 9:32:59 PM

**City/State/Zip:** Albuquerque, New Mexico 87114

**Company Complaining About:** Comcast

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### **Description**

It's ridiculous that they are starting to cap customers of data, they are the only high speed ISP in the area. Which is totally trash because i hate to be stuck with them. please don't let them bully their consumers

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[Ticket: # 1292590 - Cox Nebraska 1TB Data Cap](#)

**Date:** 10/28/2016 9:57:53 PM

**City/State/Zip:** Omaha, Nebraska 68106

**Company Complaining About:** Cox

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## **Description**

Cox is implementing 1TB data caps next month in Nebraska. Data caps do absolutely nothing other than allow ISPs to be anti competitive to streaming companies and hinder cord cutters.

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**Ticket: # 1292615 - Data Cap**

**Date:** 10/28/2016 10:25:46 PM

**City/State/Zip:** Katy, Texas 77493

**Company Complaining About:** Comcast

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## **Description**

Xfinity/Comcast recently enacted a data cap in my area. By paying my next bill, I automatically accept the data cap, but I'm under a 2 year contract. I am heavily reliant on internet, as I require it for school and do not have cable for entertainment. Prior to this, I had unrestricted data. Now in order to have unlimited data, I would have to pay an extra \$50 a month. I live in a new development and Xfinity/Comcast is the only provider in the area apart from satellite internet, offering only a fraction of my 250Mb download, 25Mb upload plan.

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**Ticket: # 1292616 - Comcast's new 1TB Data Cap****Date:** 10/28/2016 10:27:04 PM**City/State/Zip:** Auburn, Washington 98002**Company Complaining About:** Comcast

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**Description**

Comcast's new 1TB Data Cap system is a blatant scam/money grab that is being forced upon users. They are putting a cap on an infinite resource. There isn't a limited amount of "internets" like there is electricity or water. They also stifle competition and I am forced into using Comcast and being forced into data caps, or going with Century Link with speeds up to 20Mbps which is too small to work from home. So thanks to the non-governmental regulation I am forced into a single option which means I as a consumer have zero say in influencing the way Comcast treats their customers. They receive countless complaints for their terrible business practices, but it doesn't matter because consumers have nothing they can do. There are no options. We are 100% powerless and the FCC needs to assert that Data Caps are absolutely unreasonable and serve no reasonable purpose. Working in the networking industry, it has nothing to do with the backbone or their infrastructure. It is 100% about profits.

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[Ticket: # 1292627 - Cox illegally adding data caps in Nebraska in November](#)

**Date:** 10/28/2016 10:47:11 PM

**City/State/Zip:** Omaha, Nebraska 68164

**Company Complaining About:** Cox

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## **Description**

1Tb data caps for customers in Nebraska will be implemented in November. This does nothing for competition and is illegal according to the Net Neutrality Act

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[Ticket: # 1292674 - Cox data caps](#)

**Date:** 10/29/2016 12:05:49 AM

**City/State/Zip:** Centerville, Georgia 31028

**Company Complaining About:** Cox

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## **Description**

My internet provider cox communications has implemented a data cap with overage limits of \$10 per 50 gb after the cap. I have had this service for quite awhile and never agreed to any metered or capped data package from this company. Not only are caps bad for consumers but it completely limits access to information, services, and increasingly utilities that we use in our daily lives. This heinous decision will do nothing by stifle development and creativity in the Information Age.

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[Ticket: # 1292683 - Comcast data caps in Houston](#)

**Date:** 10/29/2016 12:25:56 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is forcing a 1TB bandwidth cap upon me. For every 50 GB over they will charge an extra \$10 up to an additional maximum \$200. If I want to avoid that I would have to pay an extra \$50.

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[Ticket: # 1292684 - Data cap/tiered streaming speeds](#)

**Date:** 10/29/2016 12:26:59 AM

**City/State/Zip:** Omaha, Nebraska 68114

**Company Complaining About:** Cox

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## **Description**

Cox.. don't be a bunch of [REDACTED] and STOP being greedy filthy pigs creating problems where none currently exist in the name of profit. No data cap for Nebraska! There is no reason to implement data usage caps or multi-tiered streaming speeds other than to make more profit where there is none and strong arm reputable American businesses like Netflix.

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**Ticket: # 1292715 - Cox Communications Data Caps in Nebraska****Date:** 10/29/2016 1:31:00 AM**City/State/Zip:** Omaha, Nebraska 68122**Company Complaining About:** Cox

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**Description**

I didn't expect this terrible business practice from Cox. I'm livid that it is being proposed. The mark-up on data is high enough (2000% to 5000%). This kind of abuse of monopoly cannot be tolerated. A precedent should be set here and now to end excessively money grubbing tactics like this. There is NO positive side for the customer in this situation as we will NOT see improved infrastructure relative to the higher prices paid due to data caps. The internet is a necessity for the vast overwhelming majority of the working population of the United States; I know your commission is aware of this. I know it's not easy to fight, but you know every single person that knew about this would voice their concern if they knew how. Take my plea as the voice of those who don't have time or energy to constantly battle this unethically lucrative nonsense. Let's not take a step backwards in limiting what people can do with the internet. Let's take a step forward and make ISP's responsible for the infrastructure that we as tax payers helped fund instead of letting that money disappear. Thank you so much for your time in reading this. I'll be in touch if you need anything from me.

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[Ticket: # 1292719 - comcast data cap](#)

**Date:** 10/29/2016 1:47:05 AM

**City/State/Zip:** Bothell, Washington 98021

**Company Complaining About:** Comcast

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## **Description**

Comcast's 1TB Data Cap is rolling out across the United States, beginning November 1st. That DATA CAP is unfair and should be stopped.

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[Ticket: # 1292738 - Comcast/Xfinity is limiting our data plan.](#)

**Date:** 10/29/2016 3:08:48 AM

**City/State/Zip:** Indianapolis, Indiana 46256-1116

**Company Complaining About:** Comcast

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## Description

I just signed a two year contract with Comcast/Xfinity about 30 days ago. We decided to go back to them for TV instead of streaming everything only to find out with only a four day notice (See attached letter showing the date when the letter was sent) that our data will be limited to 1 Terabyte. After that we will be charged \$10 per 50 GB or we can pay an additional \$50 for unlimited data.

Obviously they are doing this because companies like Netflix, Hulu, CBS All Access, Playstation Vue, Sling TV and all the other streaming services out there are cutting into their profits. How can they be allowed to do this? You can't even find a job now without Internet. And whether you are streaming something or just using your phone to check your email, it all goes through our home Internet.

What options do we have? They are telling me that ALL Internet providers are going to this. And with no REAL competition, we have no course of action. Comcast basically owns this area. ATT sucks because they are regulated more than Comcast. And that is coming from the ATT representatives I have talked to over the years.

Please tell me you can do something . I read on the internet that the FCC was not going to allow companies to cap our streaming. Well they may not be capping it but they might as well. We can barely afford to put food on the table. We can't even take vacations... our only source of entertainment is our TV and Internet.. now we have to be worried about what we use each month. It's like our Internet is turning into our cell phones.

Why is it all of this stuff is so much cheaper everywhere else but here.

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**Ticket: # 1292745 - Comcast and the new data cap**

**Date:** 10/29/2016 3:42:19 AM

**City/State/Zip:** Bellevue, Washington 98008

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently introduced a data cap of 1TB, which will directly affect me. According to the letter sent, I'm using in the top 1% of monthly data, near the new limit. In the current age of the internet where TV shows and movies are streamed in high definition and multiple people and devices are accessing the internet constantly, and software updates and installation in many multiple gigabytes, having a cap like this is a move that will shortly become a way to get more money out of customers without having to provide better service or speeds.

I ask you to please address this with Comcast to keep the internet a place where access isn't limited to those who can afford it. Already, fast internet is nearly a required part of daily life, and this will only serve to limit that to people of the country.

Thank you,

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[Ticket: # 1292753 - Arbitrary Data Caps](#)

**Date:** 10/29/2016 4:45:42 AM

**City/State/Zip:** St Augustine, Florida 32086

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing an arbitrary data cap of 1TB for the sole purpose of being able to add more to my bill every month - up to \$200 more. I have five people in my household streaming video and playing games online at any time and that does not leave much leftover data. Please straighten out these cable companies as I have no viable alternatives in my area and their antics are getting very tiresome!

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[Ticket: # 1292757 - Comcast deceptive marketing](#)

**Date:** 10/29/2016 5:10:53 AM

**City/State/Zip:** Danbury, Connecticut 06811

**Company Complaining About:** Comcast

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## **Description**

On or about October 24 I entered into cable and internet services with Comcast Cable. It was never disclosed or even outlined that for their internet usage there is a data cap. Upon reviewing some information on their mobile application I became aware there was a limit. I contacted customer support and began a dialogue with them to no avail- twice. The second time was worse in the sense that the initial data limit I was unaware I had but then told I had was wrong and in fact had less... m

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**Ticket: # 1292777 - A case against Comcast's 1TB data cap**

**Date:** 10/29/2016 6:56:08 AM

**City/State/Zip:** Daly City, California 94015

**Company Complaining About:** Comcast

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## **Description**

Dear FCC

I recently received a mail from Comcast informing me of their roll out for the 1TB data usage plan in my area. As a professional in the digital media industry and a heavy internet user, I am strongly against this change, as it is likely to impede the speed at which technology grows.

First of all, the letter included very biased data, which would mislead users that were less informed. For instance, it claims that 1TB will sustain ~600 hours of HD video, which points to a bitrate of 3.7Mbps, roughly the bitrate that streaming sites such as Netflix and YouTube serve for their 1080p videos. However, they failed to mention that 4K streams, which is rapidly growing on the aforementioned sites, are typically streamed at 4 times this bitrate, reducing total hours of video to 150 hours/month or 5 hours per day -- a vastly more reachable number for households of two or more. Let us not forget that 8K video streaming is just around the corner (already available on YouTube) with an even higher bitrate.

Given the existing trends of "cord-cutting", this practice will fundamentally limit the growth of online media streaming services, which are direct competitors to Comcast's cable service, in the matter of a few years. I cannot but question the business and strategic reasons behind this move.

Furthermore, the 1TB data cap is ridiculously low when considering the internet speeds that are offered. For instance, the 150Mbps internet I subscribed to is capable of downloading 18.75MB per second, and it will reach 1TB in a mere 53333 seconds -- also known as 15 hours. The 1TB data cap is not even capable of sustaining a full day of usage if I run it at its full potential!

This also limits the daily business of cloud-based companies, which is an industry growing at exponential speed. For instance, companies such as Backblaze offers full disk backup over the internet, and amazon's cloud storage provides unlimited storage for a fee. Internet cap is vital for these technological innovations because they fundamentally assume that data transfer between home computers and the cloud is as unobstructed as that of an SATA cable. This assumption fails quickly in the face of data caps -- let us not forget that 1TB is merely the size of a normal HDD from 6 years ago.

Let us not even mention their option of 50\$ for unlimited data. It acts more as a barrier to entry for those who cannot afford rather than an option that prompts fairness as they claimed.

Allowing ISPs such as Comcast to put in place an arbitrary data cap on their internet service is akin to allowing them to control the services that entire communities (where it monopolizes) can acquire from the internet. This is fundamentally wrong in many aspects, and in particular, given Comcast's track record, it is a company that I have little faith in when it comes to technological innovation.

Yours truly

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[Ticket: # 1292850 - Data Caps](#)

**Date:** 10/29/2016 10:11:40 AM

**City/State/Zip:** Omaha, Nebraska 68105

**Company Complaining About:** Cox

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## **Description**

My ISP has decided to implement hard data caps. This practice does nothing to help peak traffic and is anti consumer. It would not be a possible practice if there was a comparable competitor in my area. These nickel and dime charges are due to a monopolization of cable internet services. I would like to see the hard cap removed.

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**Ticket: # 1292861 - Xfinity / Comcast Bandwidth meters**

**Date:** 10/29/2016 10:41:48 AM

**City/State/Zip:** Carol Stream, Illinois 60188

**Company Complaining About:** Comcast

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## **Description**

The bandwidth meter on my xfinity account is not available. We are expected to be held to a 1TB data cap. I stream my television via the playstation vue service, which brings me close to my data cap. For the past three days, the bandwidth meters have been unavailable on the xfinity site. In a matter of a couple of months, I went from unlimited service to a now capped service without the ability to actually see the metering so that I know where my actual usage is at. Any other industry would be taken to task for such anti-consumer measures. I work in the banking industry - this would be akin to charging overdraft fees but not letting the customer see their balances. The FCC needs to step in and help consumers and eliminate the completely unnecessary data caps. I would happily switch to another service but I have no options in my area other than the very lowest tiers of DSL service which are about 1/5th the speed of my comcast connection. This is monopolistic anti-consumer business practices at their very worst. I implore the FCC to help me and fellow consumers in this matter and add additional regulations to the cable industry in this area.

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**Ticket: # 1292902 - Comcast data caps**

**Date:** 10/29/2016 11:22:02 AM

**City/State/Zip:** Waukegan, Illinois 60087

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently started to using data caps in my area and not only are they injecting popups into all of my devices that have a browser on. Not only is this more than an annoyance i feel that comcast should not be able to just start injecting pop ups into any of my devices without my permission.

these data caps are ludicrous especially now with movies being in 4k which can easily exceed over 20+ gigs and most modern video games averaging around 50+ gigs.

a normal family can easily go over these data caps

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**Ticket: # 1292991 - Comcast Data Cap is Unacceptable**

**Date:** 10/29/2016 1:16:19 PM

**City/State/Zip:** Sandy, Utah 84092

**Company Complaining About:** Comcast

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**Description**

Comcast has instituted a new 1TB data cap. This is a clever ploy while average internet usage is still normally below 1TB, however in the coming years with 4k streaming and other high data usage becoming more and more common this is a blatant cash grab, which I find completely unacceptable. I would like the FCC to investigate Comcast for this offense, which has no grounds other than as a blatant cash grab.

Comcast has the infrastructure to support higher data usage, higher data usage does not max out their bandwidth, this is a blatant cash grab.

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**Ticket: # 1293094 - Comcast Data cap**

**Date:** 10/29/2016 2:57:19 PM

**City/State/Zip:** Newberg, Oregon 97132

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

I recently learned about Comcast's plans to implement data caps around the country starting November. This is something that I learned via news outlets, as Comcast themselves couldn't be bothered to inform customers themselves.

Comcast has been treading dangerous water with their customers for as long as I have been one. I've experienced: terrible customer service, surprise hidden fees, failure to move my services to a new residence and instead creating a new account which billed me twice, terrible service and outages, poor communication, and unruly upcharges in billing.

It's no secret that Comcast can see the writing on the wall. Cord-cutters are taking over and Comcast's television revenue is dropping. Because of this, they choose to raise internet rates, implement data caps, and reduce streaming quality for various online video services. And why does Comcast get away with this? Because they lobby politicians to pass laws and allow monopolies to be legal.

I would like to quote Comcast's senior vice president and general manager Eric Schaefer, "Our data plans are based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less." This is absurd. How is it fair to implement data caps for customers, yet lobby to prevent competition from entering the free market? Comcast loves to scream free market, yet do everything in their power to stomp it out. And those who use less, pay less? Guess what? I use on average 250GB of data a month according to Comcast's data usage meter. I've been recently informed that my rates are going up in December. So let's say that my rates go up to \$69.99 or higher (I'm currently paying \$49.99). If my neighbor has the same plan as I do, yet uses 999GB of data and I use 250GB of data we pay the same price. That means Eric Schaefer is a liar. When my rates go up, I will cancel my service and sign up with Frontier. They offer unlimited data so they can have my service. I will not pay more for less with Comcast.

Aside from this being a personal issue, there is something deeper that the FCC needs to do something about. Comcast is stepping in the way of our constitutional rights. By limiting our access to the internet, they are limiting our freedom of speech. Millions of Americans use the internet as a tool for learning, letting their voice be heard, and a seemingly infinite amount of reasons to make the world a better place or express their artistic visions. Comcast cannot be allowed to abuse their customers and the FCC needs to actually do something about it. It is inherently un-American to be promoting these business practices.

I've visited countries in Europe and Asia that employ higher quality internet at cheaper prices and without data caps. Why is it we're moving backward in America? Aren't we supposed to be paving the way to the future? Doesn't Comcast want to be a great company that has the best technology in the world, excellent customer service, consumer-friendly practices, and just be a company everyone loves? Imagine that! Imagine a world where people flock to Comcast because they're actually a great company! Instead we have a company that is loathed by the population; likely receiving countless FCC complaints from customers; customers who may literally have zero other options for internet dues to Comcast's lobbying efforts for monopolies.

Why won't the FCC do anything? I anticipate a generic email from the FCC, followed by a phone call from some managerial puppet at Comcast trying to convince me that data caps and increased prices are, "better for the customer." Those employees know it's wrong. I feel bad for them having to spout nonsense. Working for such a corrupt corporation that abuses its customers and likely abuses its employees.

Data caps are un-American and unconstitutional. It's rather convenient that this happens as soon as Google Fiber pulls out of Portland. Comcast was scared and now they have free reign to rape their customers.

I will not stand for this. I will not pay for their garbage TV services. Speaking which: the TV services use the same cable and data that their internet service uses. You're telling me that I can leave my TV cable running 24/7 and Comcast won't care, but the second I stream video via YouTube, Netflix, Hulu and the like suddenly Comcast needs to charge more? Internet is not a finite service like water; and yet I don't pay more for my water bill if I go over a water cap. I pay for what I use. Internet can be a utility, but it needs competitive and fair pricing.

Americans need to be louder and step on Comcast. The FCC needs to properly regulate these terrible corporations. I will not stand by idly and let my freedoms and rights be stolen from me.

I beg the FCC to do what's right and stop Comcast from limiting their customers and stealing their right.

Thank you for your time and consideration,

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**Ticket: # 1293143 - Comcast data capping**

**Date:** 10/29/2016 3:57:25 PM

**City/State/Zip:** Westminster, Colorado 80234

**Company Complaining About:** Comcast

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## **Description**

I was recently informed of a data cap being instigated in my area. I have never consciously agreed to capped home wired internet. The practice is unaffordable and punitive in nature. The claims comcast makes for improving network performance are unfounded and frankly absurd. charging more for using the same service is still using the same amount of data, just unfairly profiteering off of what is becoming normal customers.

I did not agree to a data cap, and have no choice in the matter as comcast controls the overwhelming majority of broadband connections with requisite performance.

This abusive practice needs to stop before it gets out of hand.

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[Ticket: # 1293146 - Comcast Data Caps](#)

**Date:** 10/29/2016 3:58:19 PM

**City/State/Zip:** San Jose, California 95119

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting data caps on customers.

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**Ticket: # 1293158 - Data Caps**

**Date:** 10/29/2016 4:17:41 PM

**City/State/Zip:** Sweet Home, Oregon 97386

**Company Complaining About:** Comcast

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## **Description**

I'm contacting the FCC to urge them to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1293165 - Comcast Data Cap**

**Date:** 10/29/2016 4:26:53 PM

**City/State/Zip:** Santa Cruz, California 95062

**Company Complaining About:** Comcast

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### **Description**

Received a letter from Comcast about data caps in my area. I contacted them about this being unfair and how it should be unlimited. Told me there was nothing they could do and that it would cost \$50 more for unlimited. The Comcast representative told me not to worry because I would not go over the cap with my current usage, but I believe this is only the first step. If they are allowed to do this what will stop them from lowering the data cap over time causing me to pay more for the same service.

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**Ticket: # 1293168 - Comcast newly introduced data caps in Houston Texas**

**Date:** 10/29/2016 4:30:59 PM

**City/State/Zip:** Webster, Texas 77598

**Company Complaining About:** Comcast

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## **Description**

Today, 10/28/2016, I got a letter from Comcast in my mailbox telling me that they will switch me to a new internet data plan that limits my monthly traffic to 1 TB of data (1024 GB). Up until this point I had unlimited internet for the past 2.5 years. Comcast is kind enough to only charge me \$10(lol wut) per 50gb if I go over this data cap OR, if I so desire, I can pony up an extra \$50 every month and remove the newly introduced data cap to revert back to the unlimited internet plan I signed up for in the first place. This is unacceptable. To make matters worse, my only other option in this Houston metro city is AT&T and they offer "broadband" speeds of 6mb/s. Such a joke

I have a couple of issue with this new data plan, besides that fact that they changed my internet usage. If I get close to the 1 TB usage, I have to decide what to use my internet on, until the cap resets (or pay extra, which I won't do out of principle). It is limiting freedom of information and internet traffic. There is also no good reason why this data cap is put in place (besides greed). Internet traffic is not a finite resource. Nobody runs out of internet, so to assign a random traffic cap to users is arbitrary. Instead of charging users more, Comcast should upgrade their networks.

And If I do reach the 1TB data cap and don't want to or can't pay the "extra " Fee to get back my unlimited internet, my only other option is to unplug my router from the internet and wait. This is not right.

Comcast has the gall to say that this cap is based on the principle of fairness. As if. In their own words, "Those who use more internet data, pay more. And those who use less internet data, pay less." So, if I only use 250 gb data per month, I should get a discount every month, right? Wrong, that doesn't happen. I get charged a flat fee and they charge more if I go over their arbitrary data caps.

This is anti-consumer behaviour. It is actively discouraging people from using the internet as much as they would like to. Right now they might say 1tb is enough, but give it a few years when we can stream higher quality streams online and the data will be used up fast. I don't like where this is going and something needs to be done to break up this monopoly they have.

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[Ticket: # 1293180 - Comcast/Xfinity false advertisement about internet usage](#)

**Date:** 10/29/2016 4:37:20 PM

**City/State/Zip:** Lehi, Utah 84043

**Company Complaining About:** Comcast

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## **Description**

I just got a letter in the mail that I'm going to be charged up to \$200 a month if I don't buy in to their "unlimited data" of \$50 a month. Well, the problem is, going to their website they \*advertise\* "High speeds, endless streaming", yet this is completely false. As an example, at 44Mbps, it would take 2 days, 6 hours 37 minutes to reach this "cap". Doesn't really sound like "endless" to me. Sounds like false advertisement. A 1TB limit makes no sense when their even faster plans can reach this number ever faster than before.

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**Ticket: # 1293198 - Comcast Data Caps in Chicagoland Area**

**Date:** 10/29/2016 4:53:26 PM

**City/State/Zip:** Glendale Heights, Illinois 60139

**Company Complaining About:** Comcast

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**Description**

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

As the owner of a sole proprietorship, I cannot afford their business packages or their data cap overage fees. I do wedding videography and must upload hundreds of gigabytes of video footage to backup online. Now that Comcast is restricting my usage of data, that means I either have to:

- pay overage fees, which I cannot afford.
- upgrade my internet service, which I cannot afford.
- stop backing up my data online, which will leave me liable for legal action in the event that I lose data that someone has paid me to create. or...
- move to a new apartment which has internet service providers available to me that can supply broadband speeds I need in order to successfully run my business.

As you can see, none of these options are ideal and I believe choosing any one of them will cause me to potentially lose my business.

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**Ticket: # 1293208 - Conflict Of Interest (Data plans)****Date:** 10/29/2016 5:09:22 PM**City/State/Zip:** Spokane, Washington 99208**Company Complaining About:** Comcast

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**Description**

Comcast is the provider of television services and Internet services. The Internet is quickly becoming the preferred method of video distribution. The new data plans are structured in such a way that if you choose to rely on Internet for media distribution, you will be forced to pay significantly more. Consumer Internet usage has gone up year over year and will continue to do so. They purposefully picked a data cap that is okay for most people today, but will not be viable in the near future as people transition to digital media distribution. They claim on their website that people who use more Internet should pay more and people that use less should pay less. However, they only give a 5.00 dollar discount to people using less than 5 GB of data. In contrast you can pay 50.00 to remove the data cap, or be subject to overages of up to 200.00.

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**Ticket: # 1293216 - New Cox Data Cap in FL**

**Date:** 10/29/2016 5:22:09 PM

**City/State/Zip:** Pensacola, Florida 32526

**Company Complaining About:** Cox

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## **Description**

I have just received notice that my 100mb download and 10mb upload speed internet is being capped at 1TB a month starting 26 Nov 2016. While I have not reached this cap yet (according to cox) I feel like this a blatant cash grab to get customers to buy cable packages or upgrade to the highest tier internet package (all internet packages besides the top one receive the same cap, the top tier gets 2TB which is not available in my area). There are only 2 high-speed internet options for my living area, and AT&T is far slower and less reliable than Cox, so I cant really say no with my wallet. We rely on internet for entertainment, education, and my wife's online business and now wonder if we are going to have to watch our data like we do on our phones (the whole point of wifi was to reduce data usage, which apparently wont matter now). While we may never reach a 1TB data cap, I feel this is just unfair and forces people may need more to pay an extra \$10 for only extra 50Gb of data (thats crazy).

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[Ticket: # 1293251 - Comcast 1TB data cap](#)

**Date:** 10/29/2016 6:22:34 PM

**City/State/Zip:** Davis, California 95616

**Company Complaining About:** Comcast

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## **Description**

After hearing news about Comcast's plan to roll out their 1TB data cap this November, it is important to know that this can not happen in the age of modern technology. The internet has become so well known and accessible that it should not be labeled as a service but as a public utility. Comcast's reasoning is that 1TB is a lot and that less than 1% of their customers reach that limit. Then why cap it in the first place if it affects that small amount of people. Clearly, that is not true and just another money marketing grab. Please pressure Comcast as this is not right in this time of age where 4K and so many more things are available on the internet.

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**Ticket: # 1293271 - Unreasonable Data Cap**

**Date:** 10/29/2016 6:59:54 PM

**City/State/Zip:** Omaha, Nebraska 68106

**Company Complaining About:** Cox

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**Description**

Cox Communications is about to enforce a 1TB data cap on all their internet tiers. Going over on your data cap is \$10 for every 50GB. At my house I live with my sister and two other roommates while we all go to college. Four students use a lot of bandwidth as we all use the Internet frequently. School work requires me to download large virtual machine files that are multiple gigs in size a few times a month. Netflix says: A data cap or allotment of 300 GB of data per month or higher is required just to meet the Internet television needs of an average American. With all my other Internet activities, it's basically guaranteed that we will pass the data cap.

I feel that the cap is being used to extort money from the customer. Data transfer is NOT an expensive task. It's transmitting bits, 0's and 1's, very fast through a fiber cable. There is no true reason to establish data caps besides for customer extortion. Data caps do not appear to serve a legitimate purpose and do not help manage traffic. They only serve to help ISPs make more money.

The hard caps don't do anything to prevent any congestion that might occur at peak usage times. I could still get slow speeds & buffering in the evening and never use 10% of this cap. I could also watch Netflix midnight to 6am every day & blow my cap and still never affect another person's internet speeds.

I do not believe this practice of Internet data capping should be legal.

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[Ticket: # 1293289 - Xfinity throttling broadband service](#)

**Date:** 10/29/2016 7:21:11 PM

**City/State/Zip:** Ogden, Utah 84403

**Company Complaining About:** Comcast

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## **Description**

I just got a letter from Xfinity claiming they are going to start throttling my broadband connection data usage. I was under the impression that due to recent laws a broadband connection is unlimited data but not unlimited speed necessarily.

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**Ticket: # 1293310 - Cox Terabyte Data Cap**

**Date:** 10/29/2016 7:54:52 PM

**City/State/Zip:** Gainesville, Florida 32608

**Company Complaining About:** Cox

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## **Description**

Data caps no matter how large are anti-consumer. It literally makes no sense for the consumer to charge for data if you're a power user. I don't have the luxury of downloading all my games and programs and keeping them on one large drive. Instead, I have to uninstall programs and redownload them if I want to use them. As a result, charging for a data cap is like charging me for every time I have to go into the fridge to get food. Its stupid. Make it stop please.

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[Ticket: # 1293342 - broadband data caps](#)

**Date:** 10/29/2016 8:42:51 PM

**City/State/Zip:** Ocala, Florida 34482

**Company Complaining About:** Cox

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## **Description**

i was informed with one month notice that cox cable is changing over to data caps. this is ridiculous, everything in our house is internet or internet ready. phones, computers, appliances etc i regularly go over their "data cap" and what other options are their? free market yet most areas of the united states still have only one truly "high speed" company per area. their is no competition and the consumer again is required to pay. you know as well as i their is no "charge" for data cable broadband has always been unlimited and should be required to be. they have provided upgrades in all the areas i have lived in their is no issue with them making money with the way things are its pure greed and you are letting them get away with it.

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**Ticket: # 1293349 - Data caps**

**Date:** 10/29/2016 8:51:52 PM

**City/State/Zip:** Lakewood, Colorado 80227

**Company Complaining About:** Comcast

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## **Description**

Yes, I have been informed I will be subject to a 1T data capture on Nov. 1st 2016. I contacted Xfinity to discuss this change. I was informed I could add unlimited for an additional \$50 a month. I currently paying around \$80 for there blast Internet. This would up my bill to \$130. This is concerning considering I have cell phone service through T-mobile for \$50 a month with unlimited data and Hotspot.

My real concern and complaint is I asked about data being used for on-demand TV service through xfinity. I was informed that data used for on-demand will be accounted for. This is an unfair business practice as xfinity prefers customers to bundle products and most of the time their products are not affordable if you do not. Now the will account for data usage using their own product and informed me I cannot have the one demand service removed and discontinue paying for it. It is not okay I am forced to pay for a TV product on my cable portion of the bill and now on my Internet bill through usage deductions . If they are going to force caps upon consumers data there should be usage deductions or their own services.

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**Ticket: # 1293441 - Xfinity data cap**

**Date:** 10/30/2016 12:31:56 AM

**City/State/Zip:** Golden Valley, Minnesota 55427

**Company Complaining About:** Comcast

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## **Description**

I received a letter in the mail this week stating that starting on November 1st 2016, my internet would be under a data cap of 1TB. As you can see in the attached letter, I have gone -over- 1TB on data for the last few months. I have three people who do online gaming and streaming on a daily basis. Enforcing this cap is ridiculous, especially when they are aware I already use an amount of data every month that is over their proposed cap. They are essentially forcing me to pay 50% more on my bill every month for the ability to have unlimited data, because there are NO other providers available to me at my address. I would have to move to a different part of town to have access to a different provider, which doesn't provide the same speed that my current internet has. If I chose not to pay the extra 50% every month, they will limit my usage but keep my bill the same. This is ridiculous.

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[Ticket: # 1293455 - Data cap](#)

**Date:** 10/30/2016 1:12:32 AM

**City/State/Zip:** Ralston, Nebraska 68127

**Company Complaining About:** Cox

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## **Description**

Filing a complaint against Cox for enforcing data caps @ 1 tb in Omaha. Data caps are anti consumer practices that would not exist with proper competition in the ISP market. The fees for exceeding the data cap are unreasonable for a service that does not need to be limited for any legitimate reason

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[Ticket: # 1293533 - Data Cap](#)

**Date:** 10/30/2016 7:30:39 AM

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

**Company Complaining About:** Comcast

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## **Description**

I'm a current Comcast customer and have been for almost 17 years and starting November 1st they're capping our data which has been unlimited for more than 4 years. I want to file this complaint so we can get this reversed so big companies like this won't be able to squeeze more money out of us especially folks like myself who are on a budget.

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[Ticket: # 1293606 - Internet data cap](#)

**Date:** 10/30/2016 10:31:24 AM

**City/State/Zip:** Papillion, Nebraska 68046

**Company Complaining About:** Cox

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## **Description**

Cox Communications in Omaha NE is implementing a data cap of 1TB for their customers beginning November this year. This is pointless as it does not affect internet speeds at peak times and does not deter people from using their internet. With the amount of streaming, downloading video games, and gaming in general a person can reach this easily in no time what so ever while paying a heavy cost to have the internet let alone the fines that go with going over the cap. This is not fair to people that pay for their internet, use it the way they always have, and then suffer the consequences.

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**Ticket: # 1293616 - Net neutrality restrictions data cap effect and forced usage adjustment policy**

**Date:** 10/30/2016 10:41:31 AM

**City/State/Zip:** Galveston, Texas 77551

**Company Complaining About:** Comcast

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**Description**

Comcast says I have to manage specifically how much I use the internet or I have to either pay an outrageous price for internet overage coverage. Either \$50/month for an unlimited plan or a Gb coverage plan which is over \$500/month. I am worried because they are specifically asking me to limit how much I use the internet, or pay specific fines of 10/GB overage or I must get an additional coverage. How is it legal to restrict the amount of internet I use when I just rebundled my services, inquired specifically about the change, and was told it would not apply to my speed usage of 250/mbs. Yet it does. We also got a letter in the mail saying the service starts on 11/1/16 but when I called customer service on 10/30/16 at 9:25 Am I was told it's been ineffect for two months. I was also told the first two months of overages are free to allow me to adjust my usage. So I'm paying for a service with limits that were not mentioned when I subscribed which will restrict the business practices of Microsoft Xbox, Netflix, Vudu, T-Mobile ( I have a cell booster) specifically because I regularly use these services. As a teacher it also restricts my usage for education based content search and application for my classroom. I am filing a complaint for the purpose of free market, economic and educational effect.

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[Ticket: # 1293660 - Comcast data caps](#)

**Date:** 10/30/2016 11:51:21 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast recent issued 1TB data caps in my area and this is completely ridiculous. In today's age of internet video streaming that is only going up in quality (and therefore size), their data restrictions seem to have been enacted to push customers towards their own services which they do not count against the cap. So if I want to watch Netflix or Hulu, I have to be mindful of my data but if I use Comcast's (in my opinion, inferior) streaming service, then my cap remains untouched.

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**Ticket: # 1293665 - Data caps are unacceptable.**

**Date:** 10/30/2016 11:54:56 AM

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

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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[Ticket: # 1293706 - Unfair Data Caps](#)

**Date:** 10/30/2016 12:59:46 PM

**City/State/Zip:** Portland, Oregon 97216

**Company Complaining About:** Comcast

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## **Description**

Comcast recently enacted a policy that they claim is "fair" as people who use more pay more, and people who use less, pay less. Last I checked, I pay the same as everyone else even though my usage is much less. I find it unfair they are placing data caps on a utility that should be unregulated, like electricity or gas. In some areas, they have no competition so what are those people supposed to do?

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**Ticket: # 1293713 - Comcast's Data Caps**

**Date:** 10/30/2016 1:08:58 PM

**City/State/Zip:** Medford, Massachusetts 02155

**Company Complaining About:** Comcast

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## **Description**

Comcast is in the process of rolling out data caps throughout the mainland United States, which sets an untenable precedent for consumers to simply accept the restriction of an open internet. This precedent will likely carry over to other telecom companies, who will follow suit in enforcing data caps on their customers when they see that Comcast is doing the same thing despite the controversy.

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**Ticket: # 1293758 - Comcast Data Cap**

**Date:** 10/30/2016 2:11:20 PM

**City/State/Zip:** San Francisco, California 94133

**Company Complaining About:** Comcast

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### **Description**

Comcast has implemented a data cap for me. Comcast is my only option for 10Mbps or faster internet service. The 1TB cap makes it impossible for me to stream my TV services and forces me into their Cable TV service. The cap and fees if I go over is nothing short of a penalty for streaming my media.

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[Ticket: # 1293761 - Comcast data caps](#)

**Date:** 10/30/2016 2:11:43 PM

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

**Company Complaining About:** Comcast

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## **Description**

This complaint is directed towards implementing data caps in an ever-increasing data driven environment.

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**Ticket: # 1293845 - 1 TB Data Cap Complaint**

**Date:** 10/30/2016 4:13:22 PM

**City/State/Zip:** Lake Oswego, Oregon 97034

**Company Complaining About:** Comcast

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**Description**

I live in the Portland, Oregon Metro area and I was recently informed by Xfinity/Comcast that there would be a 1 TB Data Cap on my account. I do not believe they have made a reasonable case for why this is necessary. I believe this is an unjustified attempt by Xfinity to punish customers who chose to stream video they desire over the internet instead of paying for broadcast cable tv. In addition, new technologies like internet game streaming will be dramatically affected by these caps.

I would like the FCC to investigate and consider whether these caps should be illegal.

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**Ticket: # 1293881 - Comcast data caps - Portland, OR**

**Date:** 10/30/2016 4:51:08 PM

**City/State/Zip:** Portland, Oregon 97209

**Company Complaining About:** Comcast

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## **Description**

The 1 TB data cap is arbitrary and purely an attempt to artificially inflate the perceived value of the commodity service they provide. Modern DOCSIS 3.0 cable networks backed by fiber are than capable of providing reliable bandwidth usage beyond this level for less.

With the treatment of ISPs as common carriers attempts such as this represent an abuse of their monopoly position in certain markets. The coincidence of enacting these caps at the same time that Google has paused the roll-out of fiber is likely no coincidence at all.

The FCCs common carrier designation was a huge victory for the American consumer. Hopefully under these rules the FCC can prevent ISPs from creating artificial constraints.

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[Ticket: # 1293911 - new data cap from comcast/xfinity in the seattle area](#)

**Date:** 10/30/2016 5:09:55 PM

**City/State/Zip:** Mercer Island, Washington 98040

**Company Complaining About:** Comcast

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## **Description**

Xfinity sent a letter announcing a new data cap on their internet service. They are the only high bandwidth service available in my area. The cap relies on their own monitor of usage (which I have read grossly overestimates actual usage at my home). Furthermore they offer no means of blocking unwanted data (internet ads on web pages etc.) from being downloaded to my home. An ad is free to load as much data (repeatedly) as desired including streamed video.

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**Ticket: # 1293977 - Comcast charging data caps and \$200 surcharge in Utah**

**Date:** 10/30/2016 6:27:20 PM

**City/State/Zip:** West Valley City, Utah 84128

**Company Complaining About:** Comcast

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## **Description**

We just received a notice in the mail on October 30, 2016 stating that in two days Comcast is going to charge us a \$200 fee if we use more than 1 terabyte of data via the internet. This is after bumping our bill for internet use \$30 last month.

We are going to switch to another carrier because of these two issues- but I do not feel that internet caps are legal. They will unfairly target lower income families and make it harder for children to do school projects. In addition access to the internet should be without caps- you pick a speed- pay that speed. What you use is what you use and cable companies should not be able to cap or determine the amount people use the internet or slow down speeds to other sites or types of traffic.

This violates net neutrality and title II and this becomes especially important since Comcast and AT&T are buying up pretty much everything so the choices that consumers have is getting less and less.

We are fast approaching the days of Ma Bell again where consumers had no choices and their utility companies could charge anything they wanted because they had a monopoly on the service.

Please do something to stop this abuse. Stop Comcast from imposing data caps/surcharges and stop Comcast and AT&T from swallowing up their competition and leaving the consumers with no choice.

Your department is supposed to protect the consumer. Please start doing so.

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**Ticket: # 1294015 - Comcast's Terabyte Internet Usage Plan**

**Date:** 10/30/2016 7:17:23 PM

**City/State/Zip:** Lake Stevens, Washington 98258

**Company Complaining About:** Comcast

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## **Description**

Hello,

I received a letter from Comcast stating that on November 1st, 2016, they will cap internet data usage at 1 terabyte per month and will charge additional fees for usage over 1TB. If I am not misunderstanding, this violates net neutrality laws. If not, I would be interested in seeing the FCC impose regulations regarding internet caps. I am in Lake Stevens, WA.

Thank you,

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[Ticket: # 1294039 - New Data Cap for home internet usage.](#)

**Date:** 10/30/2016 7:34:42 PM

**City/State/Zip:** Omaha, Nebraska 68157

**Company Complaining About:** Cox

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## **Description**

I've come to hear that Cox Communications will be introducing a data cap to their billing this November, 2016. This is strategy that is only meant to harm Cox's TV subscription competitors, such as Netflix/Hulu/Amazon which rely on an internet connection, and raise my bill. This data cap will only stifle innovation.

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[Ticket: # 1294044 - data caps](#)

**Date:** 10/30/2016 7:44:32 PM

**City/State/Zip:** Ashland, Ohio 44805

**Company Complaining About:** Armstrong

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**Description**

ARMSTRONG MONOPOLY data caps

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**Ticket: # 1294119 - Data caps at Cox Communications**

**Date:** 10/30/2016 9:09:28 PM

**City/State/Zip:** Omaha, Nebraska 68114

**Company Complaining About:** Cox

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**Description**

I was informed that Cox in Omaha, Nebraska will start implementing hard data caps. I have the highest speed internet Cox offers in Omaha, 300 mb/s. They are implementing a 1 TB data cap.

How is a data cap of 1 TB at all useful or meant to ease network congestion during peak usage time as is the claim? This is simply a ploy to stop the cord cutters. With 4K TVs becoming a hot item this season and streaming services offering streams in HD and 4K it will easily eat up the data provided. In addition, with music streaming services and online gaming where games can be purchased digitally and the sizes of the games ranging from 10-60 GB it is just ridiculous to have a data cap limit. There's also the forced advertisements for some of the video sites such as YouTube which eat up data as well. This is especially true with the incredibly low data caps on mobile devices which can account for 10-20% of the allowable usage.

Having a data cap is a major step backwards. It doesn't serve a legitimately valid purpose other than to nickel and dime the consumers while lining the ISPs pockets.

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**Ticket: # 1294120 - Comcast Data Cap**

**Date:** 10/30/2016 9:10:04 PM

**City/State/Zip:** Mapleton, Utah 84664

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out a new data cap of 1TB for its customers. As a company that which is allowed to operate a virtual monopoly, the government has a responsibility to step in and prevent abuses such as this; a ploy to increase their bottom line. While it might be true that a very small number of customers will be affected by this policy change currently, Comcast has likely calculated that the \$50/mo price tag to lift its artificial data cap to be a revenue driver only a couple of years down the line as information technology bandwidth requirements grow exponentially. Comcast has acknowledged that there is no congestion issues with its network. It may be that this new policy claims to combat piracy or create "fairness" between the top percentile of users and the median; these are straw-man arguments and should be dismissed as such. These Comcast data-caps are a dangerous precedent and shouldn't be allowed to move forward. Thank you.

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**Ticket: # 1294146 - Cox introduces data caps**

**Date:** 10/30/2016 9:29:38 PM

**City/State/Zip:** Warner Robins, Georgia 31088

**Company Complaining About:** Cox

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## **Description**

I have had Cox internet ever since I have lived in this area, over a decade now. They have had no issues offering services up to this point without having to enforce data caps. Data caps are simply a way for companies to make more money without having to offer any additional services. There is no reasonable alternatives in this area.

I understand that bandwidth can sometimes be an issue, but data usage over an entire month is unrelated to bandwidth issues. This is simply an anti-consumer method to encourage people to use cable services instead of competitors such as Netflix.

As an online student, it is entirely unreasonable for the other people in my household to limit their time on online services so I can complete my coursework.

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[Ticket: # 1294188 - Comcast Data Cap](#)

**Date:** 10/30/2016 10:49:06 PM

**City/State/Zip:** Portland, Oregon 97230

**Company Complaining About:** Comcast

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## **Description**

On November 1st Comcast is starting a data cap policy in Portland, limiting users to one terabyte (TB) per month. This is a predatory practice in the name of "fairness." Nobody is paying less, but rather some people would be paying more for a data transfer service with a marginal cost of nearly zero. If data caps are legal and we can legally be considered to be using a finite resource, then ads, auto updates, trackers - anything of the sort - are stealing from us on a grand scale.

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[Ticket: # 1294203 - Data caps](#)

**Date:** 10/30/2016 11:23:28 PM

**City/State/Zip:** Dwight, Illinois 60420

**Company Complaining About:** Mediacom

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## **Description**

This is absolutely absurd. Data caps? The internet is necessary for life these days. Capping data and charging more is completely screwing over the consumer. When are we going to start keeping corporations in check and ensuring that people aren't getting the raw deal.

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**Ticket: # 1294208 - Cox Communications, Inc. Internet Data Caps - Omaha, Nebraska**

**Date:** 10/30/2016 11:26:52 PM

**City/State/Zip:** Papillion, Nebraska 68046

**Company Complaining About:** Cox

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## **Description**

I have recently received notification that Cox Communications, Inc. (Cox) will begin charging data overage fees for exceeding the arbitrary amount of 1TB (1,024 gigs) per month. This is very anti-consumer and only serves to line their pockets. The justification for doing so., in order to provide better service) is completely untrue and has been debunked time and time again. What this will end up doing is forcing customers like myself to do one of two things.

- 1- Switch to a business plan with an inflated cost, little extra benefit, and severely reduced speed.
- 2 - Resort to paying them for cable television, which defeats the purpose of "cutting the cord".

When the IPS's lost their fight against Net Neutrality, they simply regrouped and came up with a new plan. These data caps are only being implemented in an effort to generate more revenue, and will hurt their customers.

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**Ticket: # 1294237 - Data caps**

**Date:** 10/31/2016 12:23:26 AM

**City/State/Zip:** Lithonia, Georgia 30038

**Company Complaining About:** Comcast

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## **Description**

I'm filing a complaint in regards to Comcast and their data caps. I and many others feel that it is redundant for Comcast and any ISP to enforce data caps as the internet is not a finite resource and shouldn't be measured/limited as such. It's quite clear that this is just another way for Comcast and other ISP's to milk their customers for more cash, this is further validated by the fact that Comcast charges you \$10 per 50gb when you start going over your cap, and they charge you an additional \$50 to your bill to remove the cap. Disgusting. Despite them recently increasing the cap to 1tb, with the rise of 4k streaming this data cap will soon be insignificant.

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**Ticket: # 1294248 - Comcast Data Caps - Portland, OR**

**Date:** 10/31/2016 12:41:25 AM

**City/State/Zip:** Happy Valley, Oregon 97015

**Company Complaining About:** Comcast

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## **Description**

As someone looking at other internet options currently, Comcast has begun mailing notices to current customer stating data caps. I am a remote employee working in software, with a wife that loves Netflix, I play video games (and download/purchase from Xbox Live with sizes in the high GB range), and we have a Nest camera recording and uploading constantly. This will set the precedent for other providers and really hurt the consumers.

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[Ticket: # 1294260 - Comcast Data cap](#)

**Date:** 10/31/2016 1:56:23 AM

**City/State/Zip:** Camas, Washington 98607

**Company Complaining About:** Comcast

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## **Description**

Just piling on to the complaints about the data cap for Comcast @ 1TB/mo. They do not have control over the data via ads, pop-ups, etc and such that come up on various sites.

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[Ticket: # 1294262 - Comcast Terabyte Data Limit](#)

**Date:** 10/31/2016 2:04:48 AM

**City/State/Zip:** Santa Rosa, California 95404

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps which are completely unnecessary and a clear attempt to penalize third party applications that rely on streaming. This is the obvious first step in obtaining a hand hold on limitation policies in the hopes of continuing to tier limitations on customers.

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**Ticket: # 1294270 - Comcast Xfinity Data Cap**

**Date:** 10/31/2016 2:51:39 AM

**City/State/Zip:** San Francisco, California 94121

**Company Complaining About:** Comcast

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**Description**

The 1 TB limit on internet data usage being rolled out on November 1 needs to be stopped.

The plan unfairly targets high-data users and is a greedy attempt to earn money from those individuals. It also sets a dangerous precedent in which internet utility companies restrict what it's users can do with the service. For example, it could potentially lead to the company whitelisting certain content, making it not count against the data cap. This is not outside of the realm of possibility, as Xfinity is owned by NBC Universal, a large content-creating entity.

Furthermore, the fact that an overage incurs a \$200 fee, whereas buying unlimited data (i.e. the service that Xfinity has been providing) is only \$50, is a blatant money grab.

Please stop these sorts of shady business practices and force Xfinity to end this new restrictive data program.

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[Ticket: # 1294284 - Internet Data Caps](#)

**Date:** 10/31/2016 4:22:55 AM

**City/State/Zip:** Vancouver, Washington 98683

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a 1 TB data cap in my area. If data caps are legal and we can legally be considered to be using a finite resource, then ads, auto updates, trackers - anything of the sort - are stealing from us on a grand scale.

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**Ticket: # 1294311 - Cox Data Cap Change**

**Date:** 10/31/2016 7:47:12 AM

**City/State/Zip:** Ocala, Florida 34480

**Company Complaining About:** Cox

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## **Description**

I received an e-mail from Cox last week that they were spuriously changing our agreed-upon pricing for Internet service to start charging \$10 per 50GB over the 1TB data cap they have decided to implement. I have never agreed to, nor been notified of a data cap being applied to my account. This seems like a malicious change of terms with no recourse to the consumer. It is especially disconcerting that the usage cap is not applied to any material sourced from Cox directly, which seems to fly directly in the face of the Net Neutrality principles the Commission has been working to implement. It would seem that Cox is attempting to use this policy to prop up their lagging video service at the expense of other online video competition.

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**Ticket: # 1294371 - Comcast Data Caps**

**Date:** 10/31/2016 9:03:19 AM

**City/State/Zip:** Vancouver, Washington 98661

**Company Complaining About:** Comcast

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### **Description**

I find it pretty absurd that comcast is allowed to imposed data caps on their service, then have ads and other data intensive items pop up and use up the data. Also, while I pay for about 25 mps, I've never reached over 10mps, even when troubleshooting in every way possible. Horrible service and now the cap??

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**Ticket: # 1294383 - Data CAP**

**Date:** 10/31/2016 9:10:24 AM

**City/State/Zip:** Holly, Michigan 48442

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a mandatory data cap starting tomorrow.

This is an unfair practice, it allows for service providers to start limiting data when implementation of 4K services is being launched. I request that FCC investigates and stop Comcast from implementing this data cap

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**Ticket: # 1294448 - Cox - Internet Data Hard Cap****Date:** 10/31/2016 10:09:19 AM**City/State/Zip:** Omaha, Nebraska 68135**Company Complaining About:** Cox

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**Description**

How is a data cap of 1 TB at all useful or meant to ease network congestion during peak usage time as is the claim? This is simply a ploy to stop the cord cutters. With 4K TVs becoming a hot item this season and streaming services offering streams in HD and 4K it will easily eat up the data provided. In addition, with music streaming services and online gaming where games can be purchased digitally and the sizes of the games ranging from 10-60 GB it is just ridiculous to have a data cap limit. There's also the forced advertisements for some of the video sites such as YouTube which eat up data as well. This is especially true with the incredibly low data caps on mobile devices which can account for 10-20% of the allowable usage.

Having a data cap is a major step backwards. It doesn't serve a legitimately valid purpose other than to nickel and dime the consumers while lining the ISPs pockets.

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**Ticket: # 1294457 - Internet Data Caps**

**Date:** 10/31/2016 10:14:46 AM

**City/State/Zip:** Boca Raton, Florida 33431

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am currently a Comcast subscriber because there are no options where I live. Much like most Americans, I dislike the company as well as all support they supply. Please, FCC, unbundle the last mile monopolies. This industry needs competition, and until this is done, we will not receive the service and value we should.

As you know, Comcast has data caps as well. This further impedes progress and costs users more money, who are forced into paying for a service they do not even want.

Please, please unbundle!

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**Ticket: # 1294505 - Comcast Data Cap****Date:** 10/31/2016 10:58:30 AM**City/State/Zip:** Portland, Oregon 97210**Company Complaining About:** Comcast

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**Description**

My internet is being restricted from streaming videos that use up my data limit meanwhile advertisements and trackers that Comcast supports are free to use up the data I pay for. If my data is limited to what I pay for and view online, I shouldn't be forced to use my data for things I didn't choose to access. Comcast is letting through content that is profitable for them, and hindering me from viewing content I want to see. Instead of a clear cut throttling of access to certain web sites, they are imposing a limit that restricts me from going to the site after I reach this newly imposed data cap. At the end of the day, I will no longer be able to Skype or stream TV because of the cap.

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[Ticket: # 1294536 - Comcast Xfinity Data caps](#)

**Date:** 10/31/2016 11:15:39 AM

**City/State/Zip:** Lake Oswego, Oregon 97035

**Company Complaining About:** Comcast

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## **Description**

With Comcast beginning data caps in my area on Nov. 1 I finally had to speak out. If data caps are legal and we can legally be considered to be using a finite resource, then ads, auto updates, trackers - anything of the sort - are stealing from us on a grand scale. The letter from Comcast I received mentioned that less than 1% of users go over the 1TB cap. Why do they need a cap if so few people get near it. It can't be to protect my speeds...

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[Ticket: # 1294545 - Cox Internet Usage Cap](#)

**Date:** 10/31/2016 11:18:39 AM

**City/State/Zip:** Omaha, Nebraska 68116

**Company Complaining About:** Cox

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## **Description**

This is a dangerous precedent to set for Net Neutrality.

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**Ticket: # 1294557 - Cox Data Caps**

**Date:** 10/31/2016 11:20:55 AM

**City/State/Zip:** Council Bluffs, Iowa 51503

**Company Complaining About:** Cox

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## **Description**

Cox in my area has decided to implement hard data caps on their Internet Service offerings. They are the only viable ISP in my area, and I am basically forced to use their service.

How is a data cap of 1 TB at all useful or meant to ease network congestion during peak usage time as is the claim? This is simply a ploy to stop the cord cutters. With 4K TVs becoming a hot item this season and streaming services offering streams in HD and 4K it will easily eat up the data provided. In addition, with music streaming services and online gaming where games can be purchased digitally and the sizes of the games ranging from 10-60 GB it is just ridiculous to have a data cap limit. There's also the forced advertisements for some of the video sites such as YouTube which eat up data as well. This is especially true with the incredibly low data caps on mobile devices which can account for 10-20% of the allowable usage.

Having a data cap is a major step backwards. It doesn't serve a legitimately valid purpose other than to nickel and dime the consumers while lining the ISPs pockets.

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[Ticket: # 1294565 - Comcast Data Cap](#)

**Date:** 10/31/2016 11:24:51 AM

**City/State/Zip:** Houston, Texas 77024

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about Comcast's implementation in the Houston market of a data usage plan. It borders on monopolistic and the only one who benefits is Comcast. This is definitely not Net Neutrality and should be stopped!!

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**Ticket: # 1294598 - Comcast Data Caps****Date:** 10/31/2016 11:36:51 AM**City/State/Zip:** Forest Grove, Oregon 97116**Company Complaining About:** Comcast

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**Description**

Comcast is implementing data caps in my area of 1TB. This may seem like a large cap, but it's really quite small when you stream all your video at 4k. And that doesn't take into account software updates and other required downloads. And this cap is just the foot in the door. What's to stop them from incrementally lowering the cap until everyone is having to overage fees?

These cable companies want to charge us like it's is a service and a utility. They want a monthly fee as well as a usage fee. They fight tooth and nail to have all the perks for themselves of both systems and to squeeze their customers for as much cash as they can. It wouldn't be so bad if the "competition" was either non-existent or complicit in the same practices, then we could at least shop around like what many consumers did in the old dial-up days.

Long story short, if the cable companies want to charge a utility-style usage fee, then they should be treated like a utility. If they want to charge a service-style monthly fee, then they can be treated like a service. But they can't have their cake and eat it too. Make them choose to be one or the other and govern them accordingly. If they want to bill by both methods, then hit them with the full set of regulations.

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[Ticket: # 1294637 - Cox](#)

**Date:** 10/31/2016 11:54:31 AM

**City/State/Zip:** Omaha, Nebraska 68105

**Company Complaining About:** Cox

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## **Description**

Internet issues Data cap being installed in November.

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[Ticket: # 1294660 - Comcast Portland](#)

**Date:** 10/31/2016 12:05:18 PM

**City/State/Zip:** Portland, Oregon 97225

**Company Complaining About:** Comcast

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## **Description**

Recently, Comcast decided to roll out its data caps in the Portland, OR metro area. This has been widely known through leaks, peer assessment, and common sense to be an attempt by Comcast to take advantage of its monopoly status and charge as much as possible, by any means, due to losing its customers to services such as Netflix and Hulu. Not only is this extortion on a grand scale, this will also be a giant hindrance to the growing technology sector in the Pacific Northwest. Combined with bait and switch billing practices and lackluster customer service, it is absolutely unbelievable that Comcast is allowed to follow through with these practices. This is setting a very dangerous foundation for the future of telecommunications and will open the door to a growing "black" internet.

Thank you for your time.

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**Ticket: # 1294799 - Data Metering**

**Date:** 10/31/2016 1:14:31 PM

**City/State/Zip:** Fox River Grove, Illinois 60021

**Company Complaining About:** Comcast

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**Description**

They claim that people are using less than 75gb on average when my average has been 750+gb/month. I have cut the cable cord and use streaming services and a digital antenna to lower my bill but come very close to be charged fees for going over 1tb. I only have a few internet options in my area and am very tempted to switch yet again. I wish Goolge would come into town with their fiber project.

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[Ticket: # 1294861 - Comcast 1TB data cap](#)

**Date:** 10/31/2016 1:34:39 PM

**City/State/Zip:** Issaquah, Washington 98004

**Company Complaining About:** Comcast

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## **Description**

Comcast sends me a letter regarding their 1TB data cap policy. Please help to stop this policy

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[Ticket: # 1294873 - Data caps](#)

**Date:** 10/31/2016 1:40:07 PM

**City/State/Zip:** Portland, Oregon 97213

**Company Complaining About:** Comcast

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## **Description**

Data caps should be illegal. If data caps exist then internet usage must be a finite resource and being targeted by ads means that they are stealing from us. The companies have too much power over data and it is disgusting.

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[Ticket: # 1295013 - Internet data usage caps](#)

**Date:** 10/31/2016 2:39:19 PM

**City/State/Zip:** Portland, Oregon 97201

**Company Complaining About:** Comcast

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### **Description**

Comcast hasb decided to implement data usage caps in Portland Oregon. Giving literally 1 days notice, seeing as how no other internet provider even exists at my current address this is bordering on extortion. They are a monopoly and everyone knows it.

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[Ticket: # 1295077 - Cox Data Cap](#)

**Date:** 10/31/2016 3:01:41 PM

**City/State/Zip:** Omaha, Nebraska 68124

**Company Complaining About:** Cox

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## **Description**

There will be a 2tb Datacap enacted on my internet service. Which degrades my internet service.

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[Ticket: # 1295100 - Comcast Data Cap an Abuse of Power](#)

**Date:** 10/31/2016 3:10:28 PM

**City/State/Zip:** Ann Arbor, Michigan 48103

**Company Complaining About:** Comcast

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## **Description**

I'm writing to complain about Comcast's newly-instituted internet data cap. This is simply Comcast leveraging its borderline-monopolistic power to oppress internet usage for US citizens without the access to the extra \$50/month they are asking for unlimited data. There is no reason for Comcast to do this except for greed and because they can. Please stand up for those of us who have no voice or power, and put an end to this. The internet should be an equal-opportunity information and data source that is open to everyone, not just the rich.

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[Ticket: # 1295116 - Cox data cap and overage charges](#)

**Date:** 10/31/2016 3:19:31 PM

**City/State/Zip:** Gainesville, Florida 32606

**Company Complaining About:** Cox

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## **Description**

Cox has recently implemented a hard data cap and started charging for overages on their residential internet in Florida and Georgia. They say that 99% of customers will be unaffected but that doesn't make sense to implement and enforce a cap on everyone. They are also charging \$10/50GB per month for overages which is extremely expensive.

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**Ticket: # 1295153 - Xfinity data cap and internet speed slow-down**

**Date:** 10/31/2016 3:33:17 PM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

With the recent Comcast/Xfinity rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

We recently went over our data cap and Comcast/Xfinity slowed our internet down from 75mb down to 24.71mb down (see the attached screen shot). Here's link to a past internet speed of what the speed should currently be - <http://www.speedtest.net/my-result/5503911685> This business practice is unacceptable.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast/Xfinity related data from that cap!!

Some other points to consider:

- We have a lack of consumer choice due to local monopoly.
- We are lagging behind the rest of the world in broadband availability and cost to consumers.
- This is not a "value-added" service. It's the same service you've always paid for, and now we're being forced to pay more for it.
- This is blatantly anti-consumer I urge you to please consider restrictions or outright banning of data caps on hard-line Internet connections such as cable and DSL.

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachments of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Signed,

A solid black rectangular box used to redact the signature of the sender.

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**Ticket: # 1295175 - Comcast imposes anticompetitive bandwidth limits**

**Date:** 10/31/2016 3:42:40 PM

**City/State/Zip:** Monroe, Washington 98272

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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[Ticket: # 1295190 - Comcast Data Cap.](#)

**Date:** 10/31/2016 3:52:53 PM

**City/State/Zip:** Baltimore, Maryland 21212

**Company Complaining About:** Comcast

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### **Description**

Comcast is introducing a data cap to customers that have already signed an agreement with them WITHOUT the data cap, and is introducing this to customers at the SAME price. However you can add on unlimited for an extra \$50 a month. How is this legal???

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**Ticket: # 1295215 - Data caps**

**Date:** 10/31/2016 3:58:54 PM

**City/State/Zip:** St Clair Shores, Michigan 48080

**Company Complaining About:** Comcast

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### **Description**

My Internet provider Comcast now has data caps on you internet that they didn't tell me about before buying the service and it's only one TB which for me is not a lot I have gone over that limit many months before and I don't want to have to pay more money when there should be net neutrality

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[Ticket: # 1295329 - Comcast data cap](#)

**Date:** 10/31/2016 4:47:45 PM

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

**Company Complaining About:** Comcast

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## Description

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[Ticket: # 1295356 - Cox Broadband Internet Cap](#)

**Date:** 10/31/2016 4:59:53 PM

**City/State/Zip:** Gainesville, Florida 32606

**Company Complaining About:** Cox

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## **Description**

Cox Communications has instituted a 1 Terabyte data cap for residential customers. As Cox (1) has a monopoly on broadband internet for most of the Gainesville area; and (2) provides cable TV services that compete with streaming providers that utilize their Internet connection, I am strongly concerned about the doors this opens to anti-competitive behavior. This is especially true as (1) 4k and ultra high-resolution streaming becomes more prominent in the next few years; and (2) Cox considers offering their own streaming services that do not count against the data cap.

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[Ticket: # 1295457 - Comcast's Data Cap](#)

**Date:** 10/31/2016 5:48:00 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## **Description**

This is a horrible procedure that limits internet accessibility unnecessarily. A paying customer should not have to pay a second time to simply keep pace with others around them.

Comcast should be penalized for this ridiculous business practice, and this needs to be shut down.

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**Ticket: # 1295467 - 1TB data cap from XFinity**

**Date:** 10/31/2016 5:57:24 PM

**City/State/Zip:** Happy Valley, Oregon 97086

**Company Complaining About:** Comcast

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## **Description**

New data usage plan is rolling in and being in effect starting November 1st 2016. Any usage over 1TB will be charged \$10 for each extra 50GB Block.

If we want an unlimited data plan, its an additional \$50 per month. This is unfair.

If data caps are legal and we can legally be considered to be using a finite resource, then ads, auto updates, trackers - anything of the sort - are stealing from us on a grand scale."

- from redditor /u/Luthier93 on /r/Portland

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**Ticket: # 1295519 - Comcast 1TB Data Cap Tragedy**

**Date:** 10/31/2016 6:26:50 PM

**City/State/Zip:** Auburn, Washington 98001

**Company Complaining About:** Comcast

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**Description**

Comcast informed me on October 24th, 2016 that they will be activating a new 1 Terabyte Data Usage Plan on my account starting November 1st, 2016.

When I first signed up for Comcast, I was thrilled as there were no internet data caps and I was able to use the internet freely (my usage varies from standard internet browsing, video streaming through services like Netflix, Hulu, and Amazon Prime, to gaming which includes digitally downloading games from companies like Microsoft and Valve.

In our modern era - data caps should be non-existent as they prevent the ability to freely use the internet (after paying a flat rate to have said internet). My data usage this last month was 1.5 terabytes. Under Comcast's plan I would need to pay an additional \$100 based on my internet usage. This also adds concern to monitoring my monthly usage so that I do not incur additional costs - which goes against the point of an open internet.

For the internet speeds I require - I have no other option. Comcast is my only available ISP. I'd happily move on if there was a competitor in the area who offered the same speeds with no data caps. Please help in stopping this data usage plan that Comcast has implemented.

Many years ago - the internet was the future. Today - faster internet speeds bring even more potential to the future of the internet, however limiting how much data can be consumed from the internet should not be allowed - especially when it's been proven that there are not any "capacity" constraints that require this limit. Comcast is violating the open internet with this data plan and it needs to come to an end IMMEDIATELY.

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[Ticket: # 1295537 - Data caps are unnecessary and a potential way to skirt net neutrality](#)

**Date:** 10/31/2016 6:34:42 PM

**City/State/Zip:** Portland, Oregon 97213

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing data caps (which you're well aware of) when there is no logical reason to do so. They claim that it's based on fairness and that customers who use more will pay more while customers who use less will pay less. Except that's not the case, because if that were so then your bill would be LOWER when you used less data. If I used 10% of a monthly allotment then I should be billed for just that 10%, but I'm not. But if I went over the cap by even a little bit then I'm charged for a full \$10 block of data.

Also, this will clearly be used to skirt net neutrality. Now that NBC/Universal owns Comcast it won't be long until they're saying that that content won't count against your cap, and they'll be a preference against Netflix, etc.

One last point, if data caps are legal and we can legally be considered to be using a finite resource, then ads, auto updates, trackers - anything of the sort - are stealing from us on a grand scale.

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[Ticket: # 1295553 - Data Cap](#)

**Date:** 10/31/2016 6:44:46 PM

**City/State/Zip:** Fort Walton Beach, Florida 32548

**Company Complaining About:** Cox

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## **Description**

Cox decided to start charging a data cap. This negates the free and open internet and only hurts companies that provide streaming services like Netflix. This is an attempt to put competitors like Netflix and Hulu out of business so customers will have to pay a ridiculous price for cable TV. Setting a cap is not a realistic thing to do due to the increase of streaming. Streaming is using more and more data which will make the customers use more data. With 4K streaming and eventually 8K and 16K streaming soon enough you will be able to hit your cap every single month. This is hindering the free and open internet!

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**Ticket: # 1295645 - Comcast 1TB Data Cap**

**Date:** 10/31/2016 8:01:42 PM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** Comcast

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## **Description**

I currently reside in an area with a Comcast Data Cap of 1 TB. I've recently started getting a packet injected notice that I am nearing my data cap (@90%). In order to continue browsing the internet at my standard levels of usage will require an additional \$50 monthly payment. This directly contradicts with net neutrality law. Comcast has no intention to assisting per their own literature: (<https://customer.xfinity.com/help-and-support/internet/data-usage-plan-opt-out>)

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**Ticket: # 1295673 - Comcast Data Cap**

**Date:** 10/31/2016 8:29:17 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has placed a data cap on the consumer market I live in (Chicago, Illinois). I use internet for television viewing and do not subscribe to a TV package from Comcast. If I go over the 1TB restriction I am fined \$10.00 for every additional 50GB I use. This restriction is a scheme to force me into purchasing their TV package, which would not count against the internet data cap. This policy restricts the rights of the consumer by penalizing us for not purchasing an additional product in order to obtain internet, which is a necessary household utility in 2016. Also, internet is not a limited resource whereas electricity and water are. To consumers these charges from Comcast are unjustifiable and profit-centric. My rights as a consumer are being violated and I demand this data cap policy be dropped immediately from all consumer markets in which Comcast and similar companies provide their services.

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**Ticket: # 1295706 - Data Caps**

**Date:** 10/31/2016 9:10:19 PM

**City/State/Zip:** Plymouth, Minnesota 55442

**Company Complaining About:** Comcast

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## **Description**

Hello and thank you for taking the time to read this.

I personally feel that if the FCC does not take a firm stance on this issue soon, some of the underlying fabric of why the internet became what it is today will become under fire. I feel that it is fair to say that we would have no Netflix, no YouTube, and no Twitch if Data caps had existed when those sites were originally conceived. If there were data caps like there are now, people may have been hesitant to use those services in the first place, taking away many of the common websites we have today and take for granted in many cases.

10 years ago 5gb of bandwidth may have seemed excessive but today that would be a few hours of Netflix. 4k+ video is becoming more and more a thing. Technology is hurriedly pushing us towards more data heavy services. I'm confident that we will reach a day where the 1TB threshold is ridiculously low for everyone across the board. Do we as the American public have confidence that Comcast and other large monopolistic internet service providers will re-evaluate their data cap limits in the future? Because financially it wouldn't benefit them to do so.

Please I ask, no beg, that you take a stance on the right side of technological progress for America and keep us on the forefront of information technology.

Again, thank you for your time,

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[Ticket: # 1295737 - Cox data caps](#)

**Date:** 10/31/2016 9:50:15 PM

**City/State/Zip:** Warner Robins, Georgia 31088

**Company Complaining About:** Cox

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## **Description**

Cox is imposing a new data cap with fees of \$10 per 50GB of data used after going over their cap. This is an outrage for consumers because of the profiteering by big internet company's. They have monopolies over the areas with no way to avoid the fees. Please do not let corporate interest ruin the Internet.

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[Ticket: # 1295742 - Data Caps](#)

**Date:** 10/31/2016 9:58:37 PM

**City/State/Zip:** Port St Lucie, Florida 34986

**Company Complaining About:** Comcast

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## **Description**

Data caps are price gouging, pure and simple.

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[Ticket: # 1295767 - Comcast bandwidth cap](#)

**Date:** 10/31/2016 10:30:32 PM

**City/State/Zip:** Renton, Washington 98055

**Company Complaining About:** Comcast

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## **Description**

I, along with residents of about twenty different states, have recently had the data on my Comcast internet account capped. This is not a "value-added" service. It's the same service I've always paid for, and now I'm being forced to pay more for it. I also cannot simply change ISP because of the area that I live in; the next best choice would be a satellite ISP which could deliver incredibly slow speeds and only on clear days. Comcast has a de facto monopoly in my area and they are squeezing myself and the thousands of people who rely on them for more money. This also sets a terrible precedent; the US is already lagging behind the rest of the world in broadband availability and cost to consumers which in turn stifles creativity and development.

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[Ticket: # 1295839 - Please no data caps](#)

**Date:** 11/1/2016 12:05:50 AM

**City/State/Zip:** Santa Clara, California 95051

**Company Complaining About:** Comcast

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## **Description**

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

In addition, most consumers in the United States do not have more than one ISP available in their locality. I think it is extremely necessary for the FCC to weigh in and take a stand against data caps in the interest of Americans.

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**Ticket: # 1295848 - Comcast 1TB Cap**

**Date:** 11/1/2016 12:22:58 AM

**City/State/Zip:** Huntington Beach, California 92646

**Company Complaining About:** Comcast

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**Description**

This should not be allowed.

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**Ticket: # 1295851 - Comcast data caps**

**Date:** 11/1/2016 12:38:41 AM

**City/State/Zip:** Mountain View, California 94043

**Company Complaining About:** Comcast

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## **Description**

I'm writing to complain about the imposition of data caps by Comcast on wired broadband users in California. Just as I was considering dropping most of my cable television services in favor of broadband-based streaming services, this new limitation arrives. Comcast is now offering me the option to get back what I already had (unlimited data) for an additional \$50/month. I already pay them for improved speed. And, as such, I'm essentially paying them for the ability to reach my cap even more quickly.

While I may be considered a heavy user (indeed, Comcast sent me a letter indicating that, according to their unverifiable metrics), I'm just barely under their 1TB/month threshold with my current consumption. Thus, switching my television service to streaming services will easily take me right over their caps.

There is no competition in our market. AT&T recently launched fiber service, but it also comes with a 1TB/month cap. This is clearly designed to discourage consumers from switching away from the content delivery services that Comcast and AT&T (with their proposed merger to Time-Warner) in favor of services such as Netflix, Hulu, and the plethora of new offerings trying to gain a foothold in what should be a competitive market.

I contend that it is unfair to charge both for Internet speed \*and\* data. As is the case for all communications media, the limited resource is generally bandwidth, not overall usage, and it is absolutely unfair to charge consumers for both.

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**Ticket: # 1295852 - Comcast 1 Terabyte Data Cap****Date:** 11/1/2016 12:39:15 AM**City/State/Zip:** Bellevue, Washington 98005**Company Complaining About:** Comcast

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**Description**

Tonight I opened mail from Comcast informing me that there will be a 1 terabyte cap on my internet. This may seem reasonable to most people, but I work in software and find this to be a slippery slope. As the internet has evolved consumers are using more and more data each month. Comcast should not be putting consumers in a disadvantaged position. They are also potentially harming consumers with their overage policy. If they want to charge \$50 a month for unlimited they shouldn't be able to have an over policy that caps at \$200 a month in charges.

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[Ticket: # 1295856 - Comcast data caps](#)

**Date:** 11/1/2016 12:42:49 AM

**City/State/Zip:** Oakland, California 94606

**Company Complaining About:** Comcast

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## **Description**

The enforcement of data caps, even through they may seem large enough for regular use now is obviously going to be an unacceptable and restrictive constraint in just a short time as the availability for 4k video and oncoming technologies will make the terabyte limit severely limiting. There is no true technical reason to do this and Comcast is leveraging their monopoly on modern internet speeds simply to stifle competition and squeeze future profit.

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[Ticket: # 1295902 - Comcast internet datacap](#)

**Date:** 11/1/2016 3:33:18 AM

**City/State/Zip:** Campbell, California 95008

**Company Complaining About:** Comcast

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## **Description**

Internet access should be unrestricted.

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**Ticket: # 1295923 - Comcast Data Cap**

**Date:** 11/1/2016 4:38:11 AM

**City/State/Zip:** Salinas, California 93906

**Company Complaining About:** Comcast

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## **Description**

Besides Comcast being a company I've had a lot of issues with, this new data cap seems like a big downer -- especially in light of the monopolies these Internet companies have. I do not have a choice in my city to choose a different carrier. Data caps for Internet should not be allowed -- bandwidth isn't an issue to cable companies. This is a scheme to get people to either pay more for packaged services that bundle cable, which punishes the cord-cutters who want Internet for watching television and movies through websites.

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[Ticket: # 1295931 - Comcast Data Cap](#)

**Date:** 11/1/2016 5:17:50 AM

**City/State/Zip:** Roseville, California 95678

**Company Complaining About:** Comcast

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### **Description**

Data caps are unfair for the current price we already pay for service, Comcast is the only real solution for internet in my area for these speeds.

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[Ticket: # 1295934 - Comcast Data Caps](#)

**Date:** 11/1/2016 5:21:44 AM

**City/State/Zip:** Cameron Park, California 95682

**Company Complaining About:** Comcast

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## **Description**

Comcast's new "1 Terabyte data Caps" is absolutely unlawful and unacceptable. This new plan is entirely driven by greed and shows how powerful this unlawful monopoly that Comcast has can affect people. This unacceptable move by Comcast needs to be changed immediately. The government needs to step in and crush this before it becomes an acceptable business practice.

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[Ticket: # 1295945 - Data Caps](#)

**Date:** 11/1/2016 6:12:42 AM

**City/State/Zip:** Creve Coeur, Illinois 61610

**Company Complaining About:** Comcast

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## **Description**

I would like to file a complaint about Comcast's data caps recently placed in Illinois. I was a customer with the previous company, insight on, and Comcast bought them out and then added data caps. When I originally started my account I was assured there wouldn't be any.

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**Ticket: # 1296048 - Comcast Data Caps**

**Date:** 11/1/2016 8:38:38 AM

**City/State/Zip:** Pontiac, Michigan 48340

**Company Complaining About:** Comcast

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### **Description**

It is absurd that Comcast is allowed to cap data and charge extra if their limit is exceeded. They claim that most wont hit the cap, however if that is the case then there should be no need for one

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**Ticket: # 1296072 - Bullshit Data Caps with Comcast**

**Date:** 11/1/2016 8:54:33 AM

**City/State/Zip:** Peoria Heights, Illinois 61616

**Company Complaining About:** Comcast

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**Description**

Comcast inacts a 1TB Data cap on all internet for a month of usage. What's bullshit is my family and I are a gaming family, that means continuous downloading of new games and streaming God knows how many hours of netflix, hulu, and crunchy roll together. We use so much data, that a terabyte is a huge hold over our family.

We'd gladly switch to another company, if they weren't the only monopoly in our area. There is no other company in Our little area that can give us the same speeds we use. It's ridiculous.

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[Ticket: # 1296130 - New Data Caps](#)

**Date:** 11/1/2016 9:42:56 AM

**City/State/Zip:** Saint Louis, Missouri 63122

**Company Complaining About:** Comcast

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### **Description**

Comcast Xfinity just enforced a 1 TB data cap in my state(Missouri) and many others as of today. This is not fair to the consumer and must be dealt with

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**Ticket: # 1296141 - Comcast Data Caps**

**Date:** 11/1/2016 9:49:55 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has enacted a 1tb data cap to my internet. With the growth of technology 4k streaming will soon replace 1080 internet (which has in the past replaced 720p). I already stream 4k internet to my home with several paid subscriptions. 4k streaming provides a higher quality stream which in turn requires more bandwidth. I consistently run into the 1tb data cap that Comcast has placed on my internet, I am unable to freely access the internet on my own terms. Streaming 4k content throughout the month would require 40.7tb of total monthly data per household tv, 40x that of which Comcast is providing. Comcast has intentionally enacted a data cap that will stunt technological growth in the name of company profits. Please repeal this cap and let the internet grow unhindered.

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**Ticket: # 1296142 - Comcast Data Caps**

**Date:** 11/1/2016 9:51:07 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has enacted a 1tb data cap to my internet. With the growth of technology 4k streaming will soon replace 1080 internet (which has in the past replaced 720p). I already stream 4k internet to my home with several paid subscriptions. 4k streaming provides a higher quality stream which in turn requires more bandwidth. I consistently run into the 1tb data cap that Comcast has placed on my internet, I am unable to freely access the internet on my own terms. Streaming 4k content throughout the month would require 40.7tb of total monthly data per household tv, 40x that of which Comcast is providing. Comcast has intentionally enacted a data cap that will stunt technological growth in the name of company profits. Please repeal this cap and let the internet grow unhindered.

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[Ticket: # 1296147 - Comcast data caps](#)

**Date:** 11/1/2016 9:57:29 AM

**City/State/Zip:** Albuquerque, New Mexico 87120

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented data caps in Albuquerque, where I reside.

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[Ticket: # 1296152 - Comcast data caps](#)

**Date:** 11/1/2016 10:01:16 AM

**City/State/Zip:** La Grange Park, Illinois 60526

**Company Complaining About:** Comcast

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## **Description**

The idea that Comcast is limiting the use of the internet is unfair. They know they have a monopoly in the areas they are enacting the caps. If I had any reasonable alternative to Comcast, I would leave then in a heartbeat. Please review Comcast and their unfair business practices

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[Ticket: # 1296171 - Comcast Data Cao](#)

**Date:** 11/1/2016 10:13:51 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has just up and decided that my roommate and I now have a 1 TB data cap, despite my contract from May of this year still being in effect.

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[Ticket: # 1296207 - Data Caps](#)

**Date:** 11/1/2016 10:27:39 AM

**City/State/Zip:** Jacksonville, Florida 32205

**Company Complaining About:** Comcast

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## **Description**

This data cap is an attempt to get XFINITY users to pay \$50/month extra for unlimited data.

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[Ticket: # 1296208 - Comcast data caps](#)

**Date:** 11/1/2016 10:27:40 AM

**City/State/Zip:** Blaine, Minnesota 55449

**Company Complaining About:** Comcast

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## **Description**

This data cap is Comcast milking their monopoly in many areas for all they can. This cap is a way to stop people from using online streaming services and stay with Comcast cable. Then as time goes on, this cap will become more and more restrictive. This move by Comcast is a way to try to inhibit progress as more and more people are exploring alternatives to their outdated products. If I had any choice of other options in my area, I would leave Comcast immediately.

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[Ticket: # 1296224 - Comcast Data Cap](#)

**Date:** 11/1/2016 10:33:31 AM

**City/State/Zip:** Denver, Colorado 80237

**Company Complaining About:** Comcast

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## **Description**

Comcast implementing a data cap on its customer should be unacceptable in market with no choice. Either regulate them or facilitate the expansion of services such as Google Fiber

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[Ticket: # 1296231 - Comcast data cap](#)

**Date:** 11/1/2016 10:38:08 AM

**City/State/Zip:** Lakewood, Colorado 80215

**Company Complaining About:** Comcast

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## **Description**

Comcast has began data capping in Colorado

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[Ticket: # 1296258 - Colorado resident subscribes to newly capped Comcast broadband](#)

**Date:** 11/1/2016 10:49:07 AM

**City/State/Zip:** Denver, Colorado 80212

**Company Complaining About:** Comcast

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### **Description**

I am a resident of Colorado. My xfinity internet service has recently been capped to 1 terabyte per monthly billing period. This is stated to be in the interest of fairness. Those using more are charged more. As someone using less than the 1 terabyte xfinity will not be providing any discounts, but only fees if we go over our limit. This is a blatant cash grab and an effort to restrict and control Internet traffic and as such is completely unacceptable.

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**Ticket: # 1296260 - Comcast XFINITY Internet Capped at 1 Terabyte per Month**

**Date:** 11/1/2016 10:49:32 AM

**City/State/Zip:** Austin, Texas 78753

**Company Complaining About:** Comcast

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## **Description**

As of November 1st, 2016 Comcast has decided to seek profit over the welfare & best interests of their consumers by implementing a 1 Terabyte data cap, or as they call it "threshold", in an attempt to siphon more money from their monopolies in areas with no competition.

This is anti consumer at best and complete corruption of the market at worst.

Comcast has stated on numerous occasions that the implementation of data caps was due to network congestion, network management, or some other nonsense. After being independently investigated they were forced to admit that these data caps were not being implemented due to those things but because "if you use more then you should pay more." While that is true of resources which may or may not be naturally occurring and/or non renewable, it is NOT true of data. This justification for data caps is completely ridiculous considering they are measuring the flow of packets of information carried via electrical pulses. They have used the analogy of a car driving down the road, you go farther and you have to buy more gas; use more, pay more. While this is true in this scenario it doesn't hold up when compared to data since you cannot run out of data. I already pay for a certain speed of access and now I'm expected to pay for unlimited data as well?

I work from home, I upload a lot of large files, I have a youtube channel, I play games, I stream movies, and I have a significant other who does many of those same things. According to our current usage we sit at around 5 - 7 terabytes per month. This is NORMAL usage. Comcast offering unlimited data for \$50 per month extra just shows that they're doing nothing but extracting more profit, by force, since their entire footprint consists mostly of ZERO competition! Competition cannot be counted as ADSL or satellite providers, they cannot provide the same level of service as a cable/fiber ISP. Competition would be another provider who is in the same league. Another cable/fiber ISP which covers 90% or more of the same area. Ideally we should see 3 - 4 cable/fiber ISPs covering the same area but we don't. Largely this is due to the initial investment of laying lines coupled with the anti competitive practices and litigation we see from the major providers. Just look at what Google is currently facing while trying to expand!

This CANNOT be allowed. If we are not allowed to access as much information as quickly as possible then we are limiting our ability to learn and innovate. We're limiting our ability to develop the next great thing! Don't let this happen, please do your job and represent the people's best interest!

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[Ticket: # 1296263 - Comcast Data Caps](#)

**Date:** 11/1/2016 10:51:08 AM

**City/State/Zip:** Albuquerque, New Mexico 87123

**Company Complaining About:** Comcast

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## **Description**

Data caps are starting in our area for internet. Comcast has a monopoly in my neighborhood and I literally have no other options. Internet should be a public utility

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[Ticket: # 1296297 - comcast data caps](#)

**Date:** 11/1/2016 11:03:54 AM

**City/State/Zip:** Plantation, Florida 33325

**Company Complaining About:** Comcast

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## **Description**

I am writing in regards to the recent comcast internet caps in multiple states. It is OUTRAGEOUS that a company like comcast, who has a monopoly on internet usage in the United States, is able to control the amount of data I use and the price I pay for it.

The most offensive part about this data cap is :

"This data plan is based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less."

This is extremely offensive to American citizens and anyone else that has fought for our freedom as Americans. This is a major violation to our rights and the FCC needs to start regulating accordingly.

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**Ticket: # 1296337 - Comcast 1tb data caps are completely out of line with reality**

**Date:** 11/1/2016 11:22:34 AM

**City/State/Zip:** Crystal, Minnesota 55422

**Company Complaining About:** Comcast

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## **Description**

Yesterday, I received a letter from my ISP (Comcast) detailing their latest 'rape and pillage the masses' plan. The letter went on to explain how Comcast was 'generously' granting a 1 terabyte data cap on 'accounts in my area' and that less than 1% of their users ever approach that limit, which seems from their perspective to be justification in and of itself.

This is nothing short of extortion from a monopolistic company that KNOWS THEY ARE A MONOPOLY! I have NO OTHER ISPs in my area capable, or legally able to provide me with alternative service at similar data rates. The fact is that I signed up for a specific DATA RATE (and knowingly pay more money for it) with the knowledge that I was being billed based on the SPEED of the connection, not the QUANTITY of data!!!

This is tantamount to double billing and all cable companies/ISPs know it (Comcast has publicly admitted as much). They offer different speed tiers, and CHARGE ACCORDINGLY! So following the ISPs own 'fairness of use' and 'pay for what you use' can someone please explain to me why I'm being billed for both a higher data rate tier and next month potentially have to pay overage charges because that same data rate tier could easily exceed their arbitrary 1TB data cap? The point that less than 1% of their users exceed this amount of data is MOOT, for one thing most consumers don't have any idea how much data 1 TB tangibly is, let alone understand that simply watching On Demand content, or Netflix will eat heavily into this data cap (for example, 8 hours a day of Netflix will easily eat almost 400GB/mo and that isn't factoring in other On Demand content, buying legitimate XBOX and PC games, or playing them online).

This is not only deceptive business practice, but EXTREMELY ANTI COMPETITIVE! Comcast has been known to selectively ignore their own data caps for customers that subscribe to both their TV and Internet service but happily enforce it on those like myself that don't care for their variety of 'rape and pillage the customer' approach (if I had ANY other ISP choice that was a reasonable data rate I would use it and stop complaining).

It was my belief that the FCCs goal was to create a fair and competitive market in the telecommunication space (ie ALL data services should be fairly treated; make no mistake this IS A NET NEUTRALITY ISSUE).

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**Ticket: # 1296342 - Internet Limits**

**Date:** 11/1/2016 11:25:36 AM

**City/State/Zip:** Chicago, Illinois 60651

**Company Complaining About:** Comcast

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**Description**

Data Caps are crippling my home. I live with 3 other adults and a child. We all use the internet: gaming, video streaming, and web browsing to name a few. The cap on an unlimited source makes no sense to me. Not to mention having to pay 10\$ extra for 50GB more of an unlimited source. They say the limit would only affect 1% of the users. I'm part of that 1% apparently, and if it's only 1% why is their a cap to begin with if 99% of everyone else is okay? Frustrating.

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[Ticket: # 1296345 - Comcast Data Caps](#)

**Date:** 11/1/2016 11:27:30 AM

**City/State/Zip:** Lady Lake, Florida 32159

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented their 1TB data cap. They do not provide a non-bias way to meter this cap.

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[Ticket: # 1296366 - Comcast New Data Caps\( California\)](#)

**Date:** 11/1/2016 11:35:17 AM

**City/State/Zip:** Menlo Park, California 94025

**Company Complaining About:** Comcast

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## **Description**

In the age of data getting cheaper and cheaper, Comcast has begun to enforce data caps now. Not only did my two year agreement plan change without me choice, now it is much more expensive to get what I essentially had.

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[Ticket: # 1296430 - General issues against data caps](#)

**Date:** 11/1/2016 12:06:19 PM

**City/State/Zip:** Parkland, Florida 33076

**Company Complaining About:** Comcast

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## **Description**

I want to make my voice heard that I believe data caps should be unlawful. There is no reason for companies like Comcast to impose them on us for their own monetary gain. This is the year 2016, the Internet should remain a free resource not to be nickel and dimed by mega corporations.

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**Ticket: # 1296444 - Comcast XFINITY Data Cap**

**Date:** 11/1/2016 12:13:17 PM

**City/State/Zip:** Bartlett, Illinois 60103

**Company Complaining About:** Comcast

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## **Description**

As of today, I will be affected by a 1 TB data cap on my Comcast Internet service. This flies in the face of a free and open Internet and imposes artificial restrictions on a virtually limitless resource. Comcast is doing everything possible to extract money from its Internet customers to combat massive profit losses in the cable television industry. Data caps stifle innovation and prevent consumers from enjoying already paid for services.

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[Ticket: # 1296445 - Comcast 1TB Data Cap](#)

**Date:** 11/1/2016 12:13:26 PM

**City/State/Zip:** Chicago, Illinois 60610

**Company Complaining About:** Comcast

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### **Description**

Comcast now has a cap on data use, and as Comcast is the only internet provider in my area, i have no choice to comply with an imposed data cap that is only implemented to make Comcast more money.

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**Ticket: # 1296483 - Data caps enforced as of today 11.1.16**

**Date:** 11/1/2016 12:27:14 PM

**City/State/Zip:** Madera, California 93637

**Company Complaining About:** Comcast

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## **Description**

Today, Comcast has begun to enforce data caps in my state.

I have a few major grievances with this and the company will not respond to my concerns.

1. Data is not accurately being tracked and the tracking data is not shared with users such as myself to verify versus my usage. I do not get the opportunity to verify therefore I am locked out of meaningful dispute in the event of a disparity.
2. The cost of overage fees is wildly inconsistent with the overall price of the service. I pay approximately 50 dollars per month for the internet access through Comcast's services, bundled with other services. Their overage fees are 1/5th the price of the service for a 5 percent overage (10 dollars per 50 gb added). This fee is completely outrageous given the unlimited resource that is the internet.
3. At the current time, any unused data is not being added to next month's limit, which should be mandatory given that they've decided to limit a previously unlimited resource that is not maintained directly by Comcast.

Calls to the provider have been responded to in the typical manner for Comcast, which has been: escalated to a supervisor, the supervisor apologizes but can make no changes, or I've been outright hung up on.

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**Ticket: # 1296493 - Cox Internet Caps**

**Date:** 11/1/2016 12:29:22 PM

**City/State/Zip:** Norman, Oklahoma 73069

**Company Complaining About:** Cox

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**Description**

I'm already paying for access to the internet, and I believe it's beyond reprehensible that Cox can institute a data cap.

They are the only internet provider in my area that provides speeds of more than 18MB/s, and I believe they're using that to their advantage.

They offer me speeds of 300MB/s, but then cap me at 1TB of data? They'll then charge me \$10 for every 50gb after that. Which, by the way, they make very difficult to find on their website. Not even their FAQ page has the number.

<http://www.cox.com/residential/support/tv/article.cox?articleId=2fd6ccb0-b13a-11df-4be3-000000000000>

Initial TB of data \$90

Every 50GB after that is \$10

$1000/50 = 20$

$10 * \$20 = \$200$

That means if I were to use twice the amount they oh so graciously gave me, I would be TRIPLING my already expensive bill.

This is ludicrous. If there were more competition (meaning these companies didn't have a monopoly over parts of the nation), this would never happen. It makes me sick.

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[Ticket: # 1296520 - Comcast Data Caps are hurting the free internet and should be disallowed](#)

**Date:** 11/1/2016 12:38:27 PM

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

**Company Complaining About:** Comcast

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## **Description**

I live in a state in which Comcast recently implemented a 1TB data cap "in the interest of fairness." I would argue that this is about more than fairness. This is a ploy to make cord cutters re evaluate their decision to end their cable subscriptions. Comcast are panicking because their cable subs are dropping and this is their plan to strong arm them back into their subscriptions.

It doesn't matter how high the cap is, it's still a cap, and it still hurts the free internet. Please, I urge you to not allow them to get away with this.

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**Ticket: # 1296526 - Data Caps**

**Date:** 11/1/2016 12:40:45 PM

**City/State/Zip:** Newark, California 94560

**Company Complaining About:** AT&T

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## **Description**

With the video streaming being the norm in today's society it is ridiculous that data caps exist. People must restrict themselves so that they do not go over data caps which they cannot upgrade for any reasonable price. The price of going above said cap is absurd. While many people may not be going over the caps now, with improvements in video quality and resolution- 1 terabyte may just not be enough (especially when multiple people share the network).

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**Ticket: # 1296533 - Comcast Data Caps**

**Date:** 11/1/2016 12:45:08 PM

**City/State/Zip:** Kansas City, Missouri 64119

**Company Complaining About:** Comcast

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## **Description**

I wish to file a complaint about the new Comcast Internet Data Caps. While Comcast will tell you it's all about maintaining quality of service for all of it's customers, in reality it is just another one of their cash grabs. If Comcast would actually invest in the technologies that would carry us forward, like fiber to the home, instead of sitting on their butts, they might actually be able to do something really positive whilst still making a huge profit.

These data caps are wrong.

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[Ticket: # 1296560 - Comcast 1TB cap](#)

**Date:** 11/1/2016 12:53:23 PM

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

**Company Complaining About:** Comcast

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## **Description**

A TB might be a lot now, but in 4-5 years, it will hardly be much at all, and that's how long legislation and policy will take to obliterate a cap. Because Comcast sure as hell won't be interested in raising they're cap if they can charge overages on it.

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[Ticket: # 1296589 - Comcast data caps](#)

**Date:** 11/1/2016 1:07:36 PM

**City/State/Zip:** Fresno, California 93703

**Company Complaining About:** Comcast

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## **Description**

Comcast has enforced data caps on me as of today. This is not a fair practice as I am not in control of the forced ads and videos that load on web pages I view. Comcast must not be allowed to set caps where even moderate internet users will exceed them, based on internet traffic we are not in control of, and with the sole intent to combat cord cutters and line their pockets further. Broadband internet is a necessity in the modern world and it must not be allowed to be restricted in such an obviously anti-competitive and greedy manner.

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**Ticket: # 1296600 - Comcast Data Caps**

**Date:** 11/1/2016 1:12:47 PM

**City/State/Zip:** Concord, California 94520

**Company Complaining About:** Comcast

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### **Description**

Arbitrary data caps. Why should I pay more money for no new service, and to have my current service downgraded? Oh yeah, I don't have any other choice.

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[Ticket: # 1296609 - Comcast's 1Tb internet usage cap](#)

**Date:** 11/1/2016 1:15:04 PM

**City/State/Zip:** San Rafael, California 94903

**Company Complaining About:** Comcast

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## **Description**

In an age where we consume media primarily through the internet, this kind of cap is an absolutely inexcusable grab for another dollar from our wallets. We read the news, watch movies, Skype our loved ones, and play multiplayer games online, and Comcast wants us to pay even more for the privilege. Please step in and tell them that enough is enough. I already pay them for their service, and in return, they should provide that service.

Thank you,

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**Ticket: # 1296611 - Comcast Data Caps**

**Date:** 11/1/2016 1:15:33 PM

**City/State/Zip:** Houston, Texas 77054

**Company Complaining About:** Comcast

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## **Description**

Today, Comcast implemented a 1TB data cap where I live, Houston. Comcast is owned by NBC Universal, a content creator who's primary means of distribution is through television. This is a clear conflict of interest, especially when companies like Netflix, also a content provider, operate solely over the Internet. Implementing data caps on a resource that is not finite, seems to be nothing more than a way for Comcast to handle the declining television subscription numbers.

Comcast should first and for-most be a provider of Internet access, and nothing else. It should not matter how I use my Internet that I pay them for. An electricity company doesn't care how I use electricity, the same principle applies here.

Please look into enforcing regulations on ISP's that restricts their power over how I use my Internet.

Thank you.

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[Ticket: # 1296616 - Internet data cap](#)

**Date:** 11/1/2016 1:16:19 PM

**City/State/Zip:** Novato, California 94945

**Company Complaining About:** Comcast

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## **Description**

Comcast recently introduced data cap on all services and greatly increased price for unlimited service. In a time of increasing online media consumption this is not acceptable trend for the future.

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**Ticket: # 1296617 - 1TB Data Caps Comcast**

**Date:** 11/1/2016 1:16:32 PM

**City/State/Zip:** San Rafael, California 94901

**Company Complaining About:** Comcast

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### **Description**

Anti-competition. Comcast merely wants to push people to their own proprietary cable/streaming platforms instead of alternatives such as Netflix/Hulu/etc.

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**Ticket: # 1296623 - Internet usage data cap cash Grab**

**Date:** 11/1/2016 1:17:57 PM

**City/State/Zip:** American Canyon, California 94503

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about the new Usage Data Caps implemented by Comcast. As we all know there is NO valid reason other than another Cash Grab by a Monopoly, to gouge the consumer. Unlike things like electricity, or water, data is NOT limited and it doesn't cost anything for them to produce. To use Al Gores, Internet pipes as an analogy, if the pipe can handle 100 GB of data, it doesn't matter who is using the data, there is no ADDITIONAL cost for it to go through the pipe. They are willing to charge extra though if you wish to use what the pipe is capable of handling. If the pipe was just not big enough they couldn't offer to give you extra. STOP the cash grabs by these Monopolies and putting undo stress on not only the users, but the people who provide the content that is delivered in this manner. It is up to the FCC to put a stop to Data Caps of the internet.

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[Ticket: # 1296633 - comcast 1tb data caps california is bad.](#)

**Date:** 11/1/2016 1:22:04 PM

**City/State/Zip:** Novato, California 94947

**Company Complaining About:** Comcast

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## **Description**

This is an abuse of the monopoly Comcast has. They know that media is more and more being consumed online and they're capitalizing on it. In this day and age its unacceptable to put a data cap on internet usage. Make them reverse their data cap policy.

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[Ticket: # 1296659 - Comcast 1 Terabyte Data Cap is unfair and unethical](#)

**Date:** 11/1/2016 1:29:35 PM

**City/State/Zip:** Richmond, Kentucky 40475

**Company Complaining About:** Comcast

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## **Description**

The 1 terabyte data cap in Comcast's data plans is unfair and unethical. While 1 terabyte today seems like an exorbitant amount, it probably won't seem like that in the future. Comcast cannot be allowed to dictate the amount of data consumers are allowed to use.

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**Ticket: # 1296719 - Data Caps****Date:** 11/1/2016 1:51:30 PM**City/State/Zip:** Spokane, Washington 99202**Company Complaining About:** Comcast

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**Description**

As of today, Comcast has rolled out 1TB data caps to my home state, Oregon. This is a complete violation of net neutrality as it would not allow those who reach 1TB to access the internet unless they pay more to up their usage. The cap, and subsequent \$50 extra charge to get unlimited data, obviously does not pertain to the "problem" of people using too much internet. The company makes it sound as tho we could run out of data, whereas in reality that is not true. Bandwidth is the true problem. However, that is already solved where people who want faster speeds and thus probably use it more pay more. The addition of a 1TB cap will eventually turn into a cash cow for Comcast as information size grows and the cap remains the same. Remember, 10 years ago, 1TB was huge, now think of 10 years in the future when 1TB is a lot smaller and more easily attained.

Already, streaming in high resolution and large games such as DOOM take up large amounts of data. With increasing amounts of people cable cutting, this cap forces them to either keep cable and thus be forced to use a service that they do not want to is against America's capitalist values. We should have the freedom to choose how we wish to watch our shows, or download our games, or access the web. Comcast's introduction of this cap almost creates a monopoly as people may be forced to use their service because of the cap.

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**Ticket: # 1296724 - Stop Comcast XFINITY Monthly Data Caps**

**Date:** 11/1/2016 1:53:01 PM

**City/State/Zip:** Odenton, Maryland 21113

**Company Complaining About:** Comcast

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**Description**

Comcast XFINITY just expanded 1TB/Month data caps to its existing broadband customers across multiple states. Data caps absolutely impede the use and availability of advanced telecommunications capabilities for all whom they are imposed upon. The greed of telecommunication providers like Comcast needs to come to an end to promote a stable, prosperous, and healthy U.S. Economy; which is entrenched in technology and Internet connectivity.

The FCC embodies clear, logical, and proper thinking when it comes to promoting a free and open Internet-based society. Please stop Internet Service Providers from limiting the U.S. economy, its citizens, and our position as a world leader in being a technology-based society. Please prevent ISPs from expanding their corporate greed by banning Internet data caps that artificially limit our access to something we already pay for.

Help us FCC, you're our only hope!

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[Ticket: # 1296734 - Data Cap on my internet service](#)

**Date:** 11/1/2016 1:55:09 PM

**City/State/Zip:** Palatine, Illinois 60074

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a data cap on an internet plan that I never agreed to.

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[Ticket: # 1296740 - Data caps](#)

**Date:** 11/1/2016 1:56:30 PM

**City/State/Zip:** Golden, Colorado 80401

**Company Complaining About:** Comcast

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### **Description**

Comcast has rolled out data caps to my area. I am one of the great unwashed who isn't happy about it. Please make all ISPs a utility ASAP. Our economy can't afford profit taxes on what we're already paying for.

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[Ticket: # 1296750 - 1TB internet caps](#)

**Date:** 11/1/2016 1:59:00 PM

**City/State/Zip:** San Jose, California 95116

**Company Complaining About:** Comcast

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## **Description**

Having a cap on internet usage like Comcast wants to do is unreasonable in a time where streaming and internet media uses so much bandwidth. Even installing a single game from a large publishing company like 2K takes almost 50 gigs. This is unreasonable and abuse of a monopoly.

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[Ticket: # 1296790 - Data caps](#)

**Date:** 11/1/2016 2:16:01 PM

**City/State/Zip:** Lebanon, Oregon 97355

**Company Complaining About:** Comcast

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## **Description**

Comcast recently started implementing Data caps in my area. While they assure me that I will not reach the limit. I still believe that it is wrong for them to do this. My data use will increase as my family grows and as work and entertainment continue to more and more to the internet.

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[Ticket: # 1296806 - Stupid Data Caps](#)

**Date:** 11/1/2016 2:24:23 PM

**City/State/Zip:** Coeur D'alene, Idaho 83815

**Company Complaining About:** Time Warner

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## **Description**

Data Caps for Internet? Like seriously we need to stop this outlandish acts towards our freedom and privacy!

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[Ticket: # 1296853 - Internet Usage Cap](#)

**Date:** 11/1/2016 2:40:17 PM

**City/State/Zip:** Bellevue, Washington 98005

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has implemented a data usage cap. This is anti-competitive behavior, designed to harm other providers of online services like Netflix. Comcast exempts their own video service from this cap, violating the Sherman Antitrust Act.

The only way to fix this is to split up Comcast into a "Dumb Pipe" internet provider, and a content provider.

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[Ticket: # 1296890 - Comcast home internet data cap](#)

**Date:** 11/1/2016 2:53:37 PM

**City/State/Zip:** Hinesville, North Carolina 31313

**Company Complaining About:** Comcast

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## **Description**

I'd just like to make a complaint about Comcast 1TB monthly data cap in Hinesville GA. I decided to cut the cord and get rid of cable TV. My replacement was going to be PlayStation Vue along with Hulu and Netflix. Trying to do this while staying under the internet cap is just too frustrating. Comcast says that the cap is more than enough room for 99% of their users. So if congestion isn't an issue why make a cap? We have no competition at my area with a similar speed and to get unlimited internet from Comcast is an extra \$50 a month. About what my cable TV cost from them.

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**Ticket: # 1296920 - Comcast Data Caps**

**Date:** 11/1/2016 3:04:44 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing data caps with no evidence that they address a problem. It is nothing more than an attempt to place a limit today that has little relevance to most customers with the knowledge that as more households integrate with the digital economy those households will breach the limit and incur additional bandwidth charges.

This limit should be prohibited by FCC regulation. It is arbitrary, solves no market issue, and is nothing more than a placeholder to impose additional customers costs in the near future.

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**Ticket: # 1296949 - Comcast Internet Data Limits**

**Date:** 11/1/2016 3:20:39 PM

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

**Company Complaining About:** Comcast

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**Description**

Comcast is imposing Data limits on wired internet limits.

Received a letter saying that i would incurred charges for internet usage over 1024GB of data a month, up to a possible charge of 200 dollars a month in overages.

I have contacted Comcast and was informed the only way i could avoid these charges was to either pay 50 dollars a month for unlimited internet, or switch to a business account for over 250 dollars a month.

I already pay a premium for faster internet, and this change will result in my bill doubling if i pay for unlimited internet, or up to 5 times if I am hit with the overage charges.

I believe that Comcast is unfairly controlling the internet to limit services like NetFlix and YouTube, and reducing my ability to downloading games from services like Steam, GoG, Origin, and UPlay.

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[Ticket: # 1296959 - Comcast Data Cap](#)

**Date:** 11/1/2016 3:24:41 PM

**City/State/Zip:** Arvada, Colorado 80005

**Company Complaining About:** Comcast

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## **Description**

Hello, i have recently been hit with a Data cap on my Comcast Service. 1TB a month is not enough for the family of 4 to be able to stream video, play games, work from home (VPN) or just be able to do everyday things for a month. There should be no issue for Comcast to supply a downpipe to all of their customers with out limitations of data.

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[Ticket: # 1297009 - Comcast data cap](#)

**Date:** 11/1/2016 3:34:40 PM

**City/State/Zip:** Brighton, Michigan 48114

**Company Complaining About:** Comcast

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## **Description**

Comcast has now hit Michigan with a 1TB/mo data cap. I live in a household with four people who download/play video games and stream movies/TV. This cap is unfair and has only been implemented out of sheer greed. Data is not a consumable resource, there is no logical reason for issuing data caps while remaining fair to the customer.

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**Ticket: # 1297014 - Data Cap on my internet**

**Date:** 11/1/2016 3:36:20 PM

**City/State/Zip:** Fort Collins, Colorado 80521

**Company Complaining About:** Comcast

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## **Description**

I just got a letter yesterday October 31, 2016 from Comcast letting me know that I was going to have a 1Tb data cap imposed on November 1, 2016. First off they only gave me a one day warning which is way too late of a notice, that would be like getting a letter from my land lord informing that rent had increased the day before rent was due. Second and most importantly I think that this data cap is a slippery slope. In their letter Comcast says that only less 1% of their consumers use more than 1 Tb (I myself was quoted at 671 Gb of data usage). So if only less than 1% of customers use that much data then why was it necessary to impose this data cap. I think that the reason behind this is that once they put in a 1Tb cap then they can slowly start lowering and lowering the cap until more customers go over the data cap and then they can start charging those customers for data overages. Now keep in mind that I can get rid of the data cap if I pay a ridiculous \$200 a month on top of the \$60 I pay for internet (the \$200 a month is 233% more than the worth of the internet).

Basically this is a slippery slope that has me worried.

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**Ticket: # 1297016 - Unwarranted Data Cap**

**Date:** 11/1/2016 3:36:52 PM

**City/State/Zip:** Tallahassee, Florida 32304

**Company Complaining About:** Comcast

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### **Description**

Not exactly happy with comcast imposing a data cap on me. I don't use anywhere near the amount of data that they limit me to, but it is the principal of being limited all of a sudden for if/when I do ever need to use that much data. If you need limits, limit the people who regularly use that much.

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**Ticket: # 1297021 - Comcast Data "Cap"**

**Date:** 11/1/2016 3:39:15 PM

**City/State/Zip:** Indianapolis, Indiana 46228

**Company Complaining About:** Comcast

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## **Description**

On knowledge and belief, Comcast rolled out new data cap of 1TB for its customers. As a company that which is allowed to operate a virtual monopoly, the government has a responsibility to step in and prevent abuses such as this; a ploy to increase their bottom line. While it might be true that a very small number of customers will be affected by this policy change currently, Comcast has likely calculated that the \$50/mo price tag to lift its artificial data cap to be a revenue driver only a couple of years down the line as information technology bandwidth requirements grow exponentially. Comcast has acknowledged that there is no congestion issues with its network. It may be that this new policy claims to combat piracy or create "fairness" between the top percentile of users and the median; these are straw-man arguments and should be dismissed as such. These Comcast data-caps are a dangerous precedent and shouldn't be allowed to move forward. Thank you.

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**Ticket: # 1297048 - Comcast Data Caps limiting services**

**Date:** 11/1/2016 3:54:41 PM

**City/State/Zip:** Salt Lake City, Utah 84116

**Company Complaining About:** Comcast

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## **Description**

I'm a Comcast customer located in Salt Lake City, Utah. We have received notification that we are now under Comcast new 1TB data cap plan. I have a large amount of data that I have been using cloud backup providers for a long time without an issue. However, due to these new plans that Comcast is implementing I will no longer be able to use my cloud backup providers as they use to much data. This new data cap from Comcast is limiting my access to cloud solutions as i'm now concerned about everything going over my data usage.

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[Ticket: # 1297069 - comcast data cap](#)

**Date:** 11/1/2016 4:00:49 PM

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

**Company Complaining About:** Comcast

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**Description**

the "Xfinity Terabyte Internet Data Usage Plan" restricts my usage of this regulated service.

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[Ticket: # 1297079 - 1 Terabyte Data CAP and Overage Charge](#)

**Date:** 11/1/2016 4:05:12 PM

**City/State/Zip:** Holly, Michigan 48442

**Company Complaining About:** Comcast

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## **Description**

Comcast has forcefully implemented a data cap in our state on all the customers. This is very bad for us customers who don't have any other choice for internet in the area. Government has successfully implemented and allowed a monopoly to occur.

Please stop this usage based data cap.

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**Ticket: # 1297081 - Data Caps are Unreasonable and Malicious****Date:** 11/1/2016 4:05:29 PM**City/State/Zip:** Norristown, Pennsylvania 19403**Company Complaining About:** Comcast

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**Description**

Data Caps are a way for big-time companies like Comcast and Verizon (not imposed as of yet) to wring extra money out of unaware customers through overages. Any aware, self respecting internet user can see that these are a way to scam old ladies, sick grand-dads, and your kid brother out of an honest buck. Grandma finds out about this cool new thing, called "Netflix, is it deary"? Suddenly she's watched all the old seasons of gilmore girls. Fantastic. Before data caps, this was alright! She could reminisce on her old favorite and just enjoy it. But now, companies like Comcast want to charge for how much data she uses while doing this. "Why" you may ask? Because they're greedy! It costs them next to nothing in the grand scheme of things, certainly not what they are charging with overages. In one day of downloading video games and their updates on a Steam client on my Windows computer, I blew through 50 gb of data. Already, by myself, in one day, I have gone through 5 percent of the average data cap (1 terabyte). That does not include anyone else in my home. This is just regular gaming, no P2P sharing, torrenting, movie watching, just regular downloads and updates. This is wrong. You know it. Stop it already.

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**Ticket: # 1297094 - Comcast Data Cap**

**Date:** 11/1/2016 4:11:38 PM

**City/State/Zip:** Saint Augustine, Florida 32080

**Company Complaining About:** Comcast

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### **Description**

As of 11/1/2016 my ISP, Comcast, has imposed a 1TB monthly data cap on my internet usage. After years of contractual agreement that they provide a service in exchange for monthly payments, they have changed the terms and created an arbitrary limit on the usage of a limitless resource. This is a disgusting example of what happens when lack of regulation allows giant corporations to run unchecked and harm the consumer whenever they need to protect their bottom line. There is a lack of oversight and a lack of competition and Comcast has capitalized on both at the expense of its customers. I have spoken with Comcast representatives who essentially told me there is nothing I can do and to deal with it. This is intolerable.

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**Ticket: # 1297102 - Comcast Data Cap****Date:** 11/1/2016 4:14:42 PM**City/State/Zip:** Washington Terrace, Utah 84405**Company Complaining About:** Comcast

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**Description**

Data Caps are a way for big-time companies like Comcast and Verizon (not imposed as of yet) to wring extra money out of unaware customers through overages. Any aware, self respecting internet user can see that these are a way to scam old ladies, sick grand-dads, and your kid brother out of an honest buck. Grandma finds out about this cool new thing, called "Netflix, is it deary?" Suddenly she's watched all the old seasons of gilmore girls. Fantastic. Before data caps, this was alright! She could reminisce on her old favorite and just enjoy it. But now, companies like Comcast want to charge for how much data she uses while doing this. "Why" you may ask? Because they're greedy! It costs them next to nothing in the grand scheme of things, certainly not what they are charging with overages. In one day of downloading video games and their updates on a Steam client on my Windows computer, I blew through 50 gb of data. Already, by myself, in one day, I have gone through 5 percent of the average data cap (1 terabyte). That does not include anyone else in my home. This is just regular gaming, no P2P sharing, torrenting, movie watching, just regular downloads and updates. This is wrong. You know it. Stop it already.

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**Ticket: # 1297112 - Comcast data Caps**

**Date:** 11/1/2016 4:16:30 PM

**City/State/Zip:** Boston, Massachusetts 02130

**Company Complaining About:** Comcast

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## **Description**

Comcast is setting a 1 Terabyte (1000 Gigabyte) data cap on their internet users. Going over this amount gives you ludicrous fees and charges, which were not in place before with virtually the same service. This severely limits those of us that have dropped cable television services and prefer to stream content over the internet, such as myself. I live with 4 people, and if everybody is watching videos, we will end up going over our data cap quite quickly.

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**Ticket: # 1297119 - Comcast Data Limit**

**Date:** 11/1/2016 4:20:32 PM

**City/State/Zip:** Indianapolis, Indiana 46221

**Company Complaining About:** Comcast

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**Description**

Comcast implemented a data cap against the original contract I signed without offering me a new contract to sign.

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**Ticket: # 1297120 - Data Caps**

**Date:** 11/1/2016 4:20:56 PM

**City/State/Zip:** Machesney Park, Illinois 61115

**Company Complaining About:** Comcast

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## **Description**

I do not understand why we are being forced into a data cap. This goes against what we had signed up for when we became customers. As a household of three, two being computer nerds, and one a massive social media nerd, We use a ton of data. This has hindered my experience gaming because we have to stay under a cap or pay a ridiculous amount for extra data. I cannot believe in this day and age we are capping data, especially when many wireless providers are going to unlimited data again as well.

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[Ticket: # 1297147 - Data caps](#)

**Date:** 11/1/2016 4:30:37 PM

**City/State/Zip:** Poulsbo, Washington 98370

**Company Complaining About:** Comcast

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### **Description**

Comcast recently enacted data caps in my market. These data caps are just a measure to drive profit in a market that they have a monopoly on.

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**Ticket: # 1297154 - New Data Caps for XFINITY Users**

**Date:** 11/1/2016 4:33:00 PM

**City/State/Zip:** Oakland, California 94609

**Company Complaining About:** Comcast

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## Description

Hello,

My Name is [REDACTED] and I am Comcast subscriber, not by choice but because there is no other competitive high speed internet provider in my part of Oakland California. As of Today Comcast has imposed a new 1TB data cap on my home network that will incredibly limit my ability to use the internet the way my family has become accotomed to over the entire history of our usage as a household.

My Daughter, My Girlfriend, and I all use the internet daily to watch TV, Play games, and download various things from games to windows updates which will easily push us over our cap within a month and force us into an extra 50 dollar a month plan.

I understand that there is no current regulation at this time to stop them from doing this, but the general usage of a family of even 3 people who regularly use the internet. If I were to download the new call of duty which is roughly 40GB for just the remaster of the previous entry that is being released along side the download for the current entry at roughly another 40GB, i alone have used 80GB in a single day. That doesn't include my daughter trying to download the new Skylanders, or watching netflix, which would easily push us over 100GB in a single day of use. Add in a large windows service patch and we have another 20gb of data that's being used which by day 2 of November I'm already at 10% of my granted data allowance.

This is unacceptable, and at a time when our entire life is on the internet, where anything from Photos of my kids, Documents needed for my girlfriends classes and everything else in our lives are accessed by a connection to the internet it is your responsibility as a member of the FCC to protect us and allow the continuation of an open internet.

The additions of data caps to our home ISPs does nothing to further the lack of competition and is entirely designed to force a new 50 dollar charge for "Unlimited" internet. I already got forced into a package I didn't want and am required to pay for TV that I don't and told the company I wouldn't use, not I'm being told i need to pay another 50 dollars a month on top of the 125 dollars I already pay if I want to continue using the internet in a way that I have used it for years. That isn't right and the American people need your help in fixing this problem.

Thank you,

[REDACTED]

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**Ticket: # 1297222 - Comcast Data Caps - Houston TX**

**Date:** 11/1/2016 5:00:53 PM

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

**Company Complaining About:** Comcast

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### **Description**

Recently Comcast has imposed a data cap on services in my area. Unfortunately there is no other providers to switch to to avoid Comcast or cap's I feel the only reason Comcast is doing this is to punish cord cutters and stifle competition from online services such as PlayStation vue.

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[Ticket: # 1297224 - Comcast Data Cap](#)

**Date:** 11/1/2016 5:01:25 PM

**City/State/Zip:** Edgewood, Washington 98372

**Company Complaining About:** Comcast

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### **Description**

Comcast is imposing a data Cap on my internet Usage.

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[Ticket: # 1297239 - Comcast data limits.](#)

**Date:** 11/1/2016 5:06:56 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is universally applying a 1TB data cap on all users, regardless of what they pay. Continuing to allow this tyranny , especially in CO. ALLOW THE FREE MARKET TO GROW!

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[Ticket: # 1297242 - Xfinity data caps](#)

**Date:** 11/1/2016 5:08:48 PM

**City/State/Zip:** Sacramento, California 95816

**Company Complaining About:** Comcast

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## **Description**

Comcast has just implemented data caps at 1 terabyte per month. I disagree with this practice as their rationale for these caps is in actuality irrational and appears to be motivated by profit. These caps will not make their network more efficient, nor better and serves no purpose other than to inflate their profits at the expense of their customers.

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**Ticket: # 1297249 - Comcast Xfinity 1TB Data Cap Is Atrocious**

**Date:** 11/1/2016 5:11:42 PM

**City/State/Zip:** Everett, Washington 98208

**Company Complaining About:** Comcast

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**Description**

Tom Wheeler and/or to whom this may concern,

Comcast Xfinity's 1TB Data Cap Is Atrocious, and according to their letter my household has received we are "less than 1%." According to Comcast, our household averages about 1.7TB a month for data. The house that I live in contains 6 professionals in in the greater Seattle metropolitan. We live in the suburbs, which unfortunately for us we only have Comcast as a provider. Frontier won't even run their lines to new housing developments in our area.

The 6 professionals that live in our house are of various tech and aerospace backgrounds. Our house contains 5 desktop computers, 5 laptops, 6 android cell phones (excluding unknown amount of android tablets), 3 smart TV's (or regular HD TV's with interfaces like Chromecast, Fire TV, etc.) We heavily game on services like Steam, Battlenet, Origin, etc, and every room has a way to access services like Netflix, Hulu, or Amazon Video.

Perhaps the living expenses in Seattle have hiked up quite a bit in the past decade, but living under a roof with 6 like minded roommates that are gamers is has a lot of benefits. But now Comcast wants to hike up our bill an additional \$50 a month?

We pay for the fastest internet package we can get in our area, because gaming in our off time is what we do. Sure we watch Netflix or Hulu before we go to bed, but a major portion of our data slice is gaming. With our demand for data, we already pay over \$150 a month (without tax) for Comcasts' Extreme 100Mbps pipeline. If we could, we'd be on 1 Gigabit internet. Frontier apparently doesn't want our money!

Please consider that in our day an age, ISP's and Technology companies are trying to find any which way to get consumers to pay \$5-10 a month for their services. Every app, ever cell phone carrier, every website we agree to terms of services. Comcast is already charging us for the fastest pipe, yet they want to up our bill for overages? We don't even have a congested network.

Thanks for your time,

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[Ticket: # 1297286 - Unnecessary Data Cap](#)

**Date:** 11/1/2016 5:27:32 PM

**City/State/Zip:** Bonney Lake, Washington 98391

**Company Complaining About:** Comcast

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## **Description**

I've been a customer to Comcast getting unlimited data for years now. Now they've decided it's necessary to create a data cap at 1 TB, a limit I reach on a monthly basis. This is an obvious ploy for money, and the ad they tried to use just shows it. If 1 TB is so big, then why do they need a cap at all?

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**Ticket: # 1297308 - Xfinity imposes data usage caps in mid contract.**

**Date:** 11/1/2016 5:34:51 PM

**City/State/Zip:** Centennial, Colorado 80112

**Company Complaining About:** Comcast

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## **Description**

I received letter from Xfinity 3 days ago informing me that my data usage will be capped at 1024GB and told me that my average usage was 2060GBs over the last 3 months.

I now being told that I need to pay \$50 more a month for unlimited data usage on a contract that have already in place or be charged an extra \$10 / month for every 50GB block of usage above my 1024GB.

This would equate to an additional \$207.20 on my next bill. There were no data usage clauses (CAPs) when I signed up on the original contract.

In my area only ONE service provider monopolizes the market. Century Link cannot/will not install the service in my unit.

I am hearing impaired and have to rely on using the chat service. As I attempt to contact Xfinity about my added charge on my bill, the chat service never responds.

And by writing this complaint, I will, mostly likely face retaliation. :(

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**Ticket: # 1297320 - Comcast 1TB data caps**

**Date:** 11/1/2016 5:40:37 PM

**City/State/Zip:** Minneapolis, Minnesota 55412

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently introduced data caps of 1 TB per month on many US markets, including my own. Due to the nature of my work (thus, beyond my control), I will be far surpassing these very low data cap limits, and will be forced to pay more next month for the exact same service last month.

I believe that this violates FCC regulations on Net Neutrality and is anti-consumer.

Thank you for your time.

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[Ticket: # 1297329 - Comcast Data Caps](#)

**Date:** 11/1/2016 5:49:18 PM

**City/State/Zip:** Marysville, Washington 98270

**Company Complaining About:** Comcast

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## **Description**

To think that data usage requirements won't grow exponentially is ignoring everything that has happened since the dawn of the information age. How does imposing a limit on users not interfere with net neutrality? Where is the open competitive market that benefits users and fosters innovation? It has been seen that anywhere another ISP is offering a fair service, Comcast has magically offered a more competitive rate.

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[Ticket: # 1297345 - XFINITY Comcast Data Cap](#)

**Date:** 11/1/2016 6:01:12 PM

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

**Company Complaining About:** Comcast

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## **Description**

Our data with XFINITY Comcast is being capped at 1 terabyte per month effective November 1. This is an unconscionable restriction of what should be by now considered an essential utility. Data, unlike water or electricity, is not limited, as there isn't a specific wellspring from which they come.

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**Ticket: # 1297347 - Internet Data Caps****Date:** 11/1/2016 6:01:50 PM**City/State/Zip:** La Verne, California 91750**Company Complaining About:** Comcast

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**Description**

It has come to my attention that Comcast XFINITY has recently applied a new 1 terabyte monthly cap on internet usage to various new states. I am not a Comcast customer, but this is extremely concerning as it is limiting my freedom on the web as well as my freedom as a consumer to have options. Every month internet restrictions are getting tighter and ISP's are doing everything they can to squeeze as much money out of the customer as possible. With all the current mergers going on, I am very concerned that I will soon not have the same freedoms that I have today on the internet.

The worst part of all this is that we are taking steps backward in technology. Internet caps use to never be a thing in the United States. In fact, they were common in more remote countries where getting internet access was a struggle. But now, even these countries are lifting the caps because they too have the capability to offer unlimited data. Any yet, here we are in 2016 and major US ISP's are charging customers more, offering them fewer choices, and giving them poor service with the excuse that they "can't keep up with demand". Various studies have shown this to be a lie, and it is time for regulations to be put in place to ensure companies can no longer abuse customers like they are today. I ask you to please look into these types of data caps, as well as the current mergers that are about to take place, and think about the future of this country. The world runs on technology now, and if we allow corporations to control this large aspect of our lives, then there is no telling how much damage could be done just for the sake of making a quick buck.

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[Ticket: # 1297355 - Repeal the 1tb internet cap from Comcast](#)

**Date:** 11/1/2016 6:06:25 PM

**City/State/Zip:** Saratoga Springs, Utah 84107

**Company Complaining About:** Comcast

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## **Description**

These data caps are ridiculous.

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**Ticket: # 1297379 - New Comcast XFINITY Data Cap**

**Date:** 11/1/2016 6:24:59 PM

**City/State/Zip:** Fall City, Washington 98024

**Company Complaining About:** Comcast

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**Description**

As a resident of Washington state, my XFINITY internet service by Comcast is now capped at 1TB of data per month. This is an underhanded attempt at a cash grab by forcing individuals and multi-person households to upgrade to "Unlimited Data" plans, as high usage becomes the norm (streaming media, 4k video, etc.).

There is zero benefit provided to the consumer, and flies completely in the face of how the internet technically functions. There are no increased costs to companies for high data usage. Bandwidth is bandwidth, and data usage is not some sort of finite resource. Comcast purports this policy to be one of "fairness" and "data usage equality". Why then are they not offering discounts to those who use less than average data? The only option is a severely restricted "Flexible Data Option" that comes with expensive penalties if you exceed the 5GB/mo cap.

In my area, there are no realistic alternatives to Comcast that provide fast and stable internet speeds. I urge the FCC to reign in the anti-competitive and anti-consumer behavior of Comcast.

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**Ticket: # 1297397 - Comcast Data Cap in Seattle****Date:** 11/1/2016 6:34:21 PM**City/State/Zip:** Seattle, Washington 98126**Company Complaining About:** Comcast

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**Description**

Regardless of what Comcast calls it, their "network capacity management" clause for Seattle residence is simply a cap. Consumer have already paid for the bandwidth they are using. Capping the amount of data downloaded for bandwidth paid should be illegal. I paid for the bandwidth, I should be able to utilize as much or as little of the bandwidth as I want to. It is Comcast's job to build a network capable of what they are selling. If their network cannot sustain the bandwidth they sold to consumer, then that is false advertising. It is NOT my problem that they are unable to keep up with consumer demand due to their monopolistic business practices. There are ZERO competition in my neighborhood, so instead of doing the right thing to build out their infrastructure, Comcast is penalizing its customers. This is absolutely unacceptable. FCC should ban Comcast from implementing caps or force them to allow 3rd party ISPs to use their physical cables to provide services for free. I say for free because if Comcast is allowed to charge for the access, then they will price it so astronomically expensive that 3rd party ISPs will not have a viable business. In addition, the fact that Comcast exempt its own IPTV service from being included in the cap is further evidence of their monopolistic business practice.

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**Ticket: # 1297424 - Unfair Caps, Under Contract**

**Date:** 11/1/2016 6:44:37 PM

**City/State/Zip:** Albuquerque, New Mexico 87104

**Company Complaining About:** Comcast

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### **Description**

I JUST signed up for Comcast internet in Albuquerque and signed a 2 year contract for internet with NO data caps. They've just imposed a data cap. How is this legal?

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**Ticket: # 1297431 - Comcast new 1TB Datacap****Date:** 11/1/2016 6:48:55 PM**City/State/Zip:** Bellevue, Washington 98006**Company Complaining About:** Comcast

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**Description**

Hello,

Today I received a notice in the mail from Comcast saying that there was now a 1TB data cap on my internet service starting on November 1st. It also stated that I used 974GB in the last month and that almost no customers use 1TB so this shouldn't be an issue, but I immediately went and checked for myself. Checking my data usage for the month of October on their website I noticed that my household and I used over 2TB of data last month so I decided I would call Comcast and try to get this worked out myself. After getting sent back and forth all over Comcast customer support I learned that my only option would be to pay an extra \$50 a month to continue getting the internet service I locked into a two-year contract for, or just decide to cancel it. I decided to get forwarded to the cancellations department where I was informed that the data cap can be enacted regardless of the contract I'm in, and to go ahead and cancel my service. I asked if I would still be charged all of the cancellation fees for breaking my contract even though I never agreed to this insane data cap, but the woman on the phone told me that I would, and asked what date I would like to cancel my service on. After that conversation, I tried to weigh my options and checked if there were any other internet service providers in the area, but sadly Comcast is the only one. My only option is to now pay an extra \$600 a year to get the service I originally signed up for, or just to deal with the exorbitant overage fees Comcast told me I would receive if I went over my cap.

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[Ticket: # 1297435 - Data Caps on Internet](#)

**Date:** 11/1/2016 6:52:26 PM

**City/State/Zip:** Gig Harbor, Washington 98332

**Company Complaining About:** Comcast

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## **Description**

Xfinity Comcast is establishing data cap at 1Tb per month which may not limit our current ability for usage, but discourages and even penalizes the market for expanded use. A user who uses just 20% of their current limit would meet or even exceed the data cap if they were only to upgrade from 1080p HD streaming to 4k UHD. It is deceptive and greedy.

The amount that consumers are using data is increasing exponentially, so for Comcast to establish data caps and a pay wall to access high quality content may seem innocuous now, but is going to harm businesses and consumers that rely on the internet.

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[Ticket: # 1297451 - Data Caps on Comcast Xfinity](#)

**Date:** 11/1/2016 6:59:40 PM

**City/State/Zip:** North Vernon, Indiana 47265

**Company Complaining About:** Comcast

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### **Description**

Comcast is imposing a 1TB monthly cap in my area. I don't believe this is right and violates the spirit of net neutrality.

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[Ticket: # 1297459 - 1tb data](#)

**Date:** 11/1/2016 7:02:49 PM

**City/State/Zip:** Broomfield, Colorado 80020

**Company Complaining About:** Comcast

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## **Description**

I am fed up with comcast charging me more and more money for a service they are trying to force me to use less and less. The new 1tb data cap represent a serious barrier to my use of internet at home a a source of entertainment and business purposes.

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**Ticket: # 1297467 - Xfinity Data Caps**

**Date:** 11/1/2016 7:08:10 PM

**City/State/Zip:** Shakopee, Minnesota 55379

**Company Complaining About:** Comcast

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## **Description**

How can Comcast legally or morally limit the amount of data used per month. They already cap on speed; if I am using my internet to the extent of the speed promised by Comcast I am using  $60\text{sec}/\text{min} * 60\text{min}/\text{hr} * 24\text{hr}/\text{day} * 30\text{day}/\text{month} * 150\text{Mb}/\text{sec} = 388.8\text{Tb} = 48.6\text{TB}$ . Comcast is double dipping its restrictions to the tune of offering only 1/48th of the plan I agreed to. Unless I can pay only 1/48th of my bill this is a ludicrous abuse of a pseudo-monopoly.

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**Ticket: # 1297474 - Comcast Data Cap**

**Date:** 11/1/2016 7:10:04 PM

**City/State/Zip:** Kirkland, Washington 98033

**Company Complaining About:** Comcast

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**Description**

This new data cap is ridiculous. This is purely a money grab and It's forcing me to pay extra for the bandwidth especially when their data tracking methods aren't public or regulated.

They say that 1 TB of data can accommodate the following:

Stream between 600 and 700 hours of HD video

Play online games for more than 12,000 hours

Stream more than 15,000 hours of music

Upload or download more than 60,000 hi-res photos

The main issue is that those numbers are unrealistic and in a family environment, you are more than likely to do more than one at a time. 600 hours is also very inaccurate for HD video. That implies that you're streaming 720p video... 1080p video uses more than double the bandwidth which lowers it down to around 300 hours... If you have 2-3 family members each streaming at once, that's about 2 hours of streaming a day to get you over the data cap WITHOUT doing anything else.

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[Ticket: # 1297477 - Data Caps Hurt Streaming](#)

**Date:** 11/1/2016 7:10:35 PM

**City/State/Zip:** Orem, Utah 84058

**Company Complaining About:** Comcast

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## **Description**

Comcast unfairly punishes streamers and power users, especially those with 4K capability.

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**Ticket: # 1297492 - Comcast 1TB residential data caps.**

**Date:** 11/1/2016 7:17:13 PM

**City/State/Zip:** Fraser, Colorado 80442

**Company Complaining About:** Comcast

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## **Description**

Today, 11/1/2016, Comcast has implemented their Data Caps nationwide. This is a very anti-consumer practice. I frequently use more than 1TB of data due to the fact that most of my media consumption occurs over the internet outside of Comcast's cable system. This is an extortion attempt for customers like me, as services like Netflix and etc are causing the subscribers to Comcast's cable service to leave. What makes this even more anti-consumer is Comcast is Zero-rating their own video services over the internet. They have chosen to charge customers \$50 for the option of using their service as it originally was, without limits. As a former Comcast network engineer, I can assure the FCC that this change is not for any network management or cost of business reasons. I would as well be willing to testify to this fact. These kind of business practices must be stopped as they are a deterrent to an Open and Fair Internet

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**Ticket: # 1297511 - Cox Imposing Data Caps****Date:** 11/1/2016 7:30:06 PM**City/State/Zip:** Destin, Florida 32541**Company Complaining About:** Cox

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**Description**

Data caps are a disgusting cash grab that need to be eliminated. Cable companies are using their privilege of utility monopolies to continue to price gouge users for services they don't provide. While rates do make sense, the providers do not create internet, nor is there some finite supply of internet. It exists. They have no right to charge me based on how much of it I use. Likewise, I have no alternative to select another provider of similar capability in my area. Cable companies should be made to regulate their prices at the local level in line with the services provided and the rate of inflation in the area. Instead, they have continued to make cash grabs at the cost of their users who have no choice to select another provider based on the utility monopolies they have been given.

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[Ticket: # 1297527 - Comcast data caps are anticompetitive](#)

**Date:** 11/1/2016 7:38:55 PM

**City/State/Zip:** Niles, Illinois 60714

**Company Complaining About:** Comcast

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## **Description**

I am currently only paying Comcast for internet. I went over their data cap of 1tb per month. When I called their customer support complaining that it wasn't enough for streaming they out right told me to switch to cable as cable doesn't count against the data cap. They are explicitly and illegally using their position to push their cable service over that of streaming media providers.

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**Ticket: # 1297536 - Data caps and outrageous prices**

**Date:** 11/1/2016 7:41:21 PM

**City/State/Zip:** Grand Island, Florida 32735

**Company Complaining About:** Comcast

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**Description**

For a nation as varied as we are it should be a crime that I only have one option for a service provider in my area. Comcast can charge as much as they want (and they do) for relatively tiny bandwidth (I get the same bandwidth here as I did in my hometown, for a higher cost, ten years later.) I get the feeling it actually IS, but nobody wants to admit it because we have the option to pay nearly as much for laughably slow DSL so technically it's not a complete monopoly.

And now they have the outright gall to impose a frankly insulting data cap and outrageous fees for breaching that cap. The price per gigabyte for going past the cap is higher than that of most hard drives. As in physical possessions I can touch and use.

Local governments have taken kickbacks from big cable for far too long, and competition is NOT being fostered here. It's frankly un-American.

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**Ticket: # 1297553 - Comcast**

**Date:** 11/1/2016 7:49:15 PM

**City/State/Zip:** Woodford, Colorado 27735

**Company Complaining About:** Comcast

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### **Description**

Please get rid of comcasts data caps before they start to think they can do what they want and start to go against net neutrality laws. Thank you so much for your time. /u/yodatheslayer. /r/pcmasterrace

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**Ticket: # 1297565 - Comcast data caps**

**Date:** 11/1/2016 8:04:50 PM

**City/State/Zip:** Camp Verde, Arizona 86322

**Company Complaining About:** Comcast

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## **Description**

I take issue with the fact that Comcast has arbitrarily imposed a data cap on my broadband internet usage. While I understand that internet providers' contracts are subject to change, this change is extremely unsettling. Comcast is essentially a monopoly in several areas that I am aware of, able to impose these data caps as they see fit. I believe that capping data usage is improper, and Comcast should be fined for imposing these caps on their customers.

Thank you.

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**Ticket: # 1297577 - Comcast 1Tb data cap**

**Date:** 11/1/2016 8:08:18 PM

**City/State/Zip:** West Jordan, Utah 84088

**Company Complaining About:** Comcast

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## **Description**

Today, November 1st 2016, Comcast-Xfinity has instituted a 1Tb data cap on internet plans in Utah, among other states. This is a massive money grab by a company that already has a nationwide monopoly on "high speed" Internet, if you want to retain your unlimited data plan you must pay an additional \$50 for the exact same service I had one day ago.

Comcast says that this is an effort to make people who use more internet to pay more money while those of us who use less internet to "pay less". My Internet bill hasn't gone down a single penny yet in their e-mail explaining this situation it states "This data plan is based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less." So If I use less Internet I am going to pay less? If I don't use my full 1Tb "allowance" will I be reimbursed for the data I did not use? This is a cash grab, plain and simple.

Telecommunication companies have received billions of dollars to update infrastructure and yet no upgrades ever get done. There is no finite amount of "data" the Internet isn't just going to run out of supply one day. Comcast, Verizon, Time Warner and others have refused to update their own back end infrastructure while increasing cable bills for millions of Americans because they want more money. It's in their best interest to not upgrade their infrastructure to get customers to "upgrade" to a higher tier of service that costs more just so they can watch a youtube video without buffering, or play a game without high latency.

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[Ticket: # 1297593 - Data cap](#)

**Date:** 11/1/2016 8:17:09 PM

**City/State/Zip:** New Egypt, New Jersey 08533

**Company Complaining About:** Comcast

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## **Description**

Comcast or any internet with data caps should be illegal!!!

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**Ticket: # 1297600 - Inaccurate Data Caps**

**Date:** 11/1/2016 8:22:15 PM

**City/State/Zip:** Houston, Texas 77070

**Company Complaining About:** Comcast

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### **Description**

Comcast has started to enforce data caps in the Houston area. Customers who exceed the data caps are billed extra charges, and Comcast is not accurately measuring the internet usage.

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[Ticket: # 1297609 - No data caps please](#)

**Date:** 11/1/2016 8:24:07 PM

**City/State/Zip:** Roseville, California 95747

**Company Complaining About:** Comcast

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## **Description**

Data caps serve no purpose other than to give more money to the ISPs who are only looking to increase their profits without doing any real work. We need to stop pointless data caps.

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[Ticket: # 1297613 - Terabyte plan](#)

**Date:** 11/1/2016 8:28:03 PM

**City/State/Zip:** Vancouver, Washington 98685

**Company Complaining About:** Comcast

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## **Description**

I signed a year long contract with Comcast for my unlimited data, any now they are introducing the terabyte plan most people who stream movies and digitaly download purchased content are going to be put over the limit. Even more so with 4k content being readily available.

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**Ticket: # 1297660 - Comcast Data Caps**

**Date:** 11/1/2016 9:10:46 PM

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

**Company Complaining About:** Comcast

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### **Description**

I'm already paying \$100/month just for Internet. With the new data caps we will be paying \$200/month based on data usage unless I opt in and pay the \$50 extortion fee to have unlimited data. We are already on a tight budget and this extra increase already hurts our pockets.

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[Ticket: # 1297671 - Data Caps](#)

**Date:** 11/1/2016 9:19:21 PM

**City/State/Zip:** Blackstone, Massachusetts 01504

**Company Complaining About:** Comcast

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## **Description**

Why is it that when I pay \$100+ per month I have a cap on my internet usage?

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[Ticket: # 1297687 - Comcast dats cap](#)

**Date:** 11/1/2016 9:33:53 PM

**City/State/Zip:** Fairfield, California 94534

**Company Complaining About:** Comcast

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### **Description**

Allowing comcast to cap data in this way is only going to end up how cellular usage has ended up. Not free or fair, and definitely not open.

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**Ticket: # 1297716 - Data Caps**

**Date:** 11/1/2016 9:56:49 PM

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

**Company Complaining About:** Comcast

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## **Description**

We ask you now, to help us as citizens, help us protect the internet from greedy corporations like Comcast. Please help fight back these data caps, and impose regulations regarding them. People have paid for a service, people have signed a contract saying that they are paying X for this service. Now, at a later date, fines for usage of said service are now being added.

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[Ticket: # 1297720 - Xfinity data caps](#)

**Date:** 11/1/2016 10:00:48 PM

**City/State/Zip:** St Paul, Minnesota 55106

**Company Complaining About:** Comcast

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## **Description**

I disagree with the new data caps Xfinity has imposed on me.

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[Ticket: # 1297725 - Data Caps being implemented](#)

**Date:** 11/1/2016 10:03:19 PM

**City/State/Zip:** Salt Lake City, Utah 84106

**Company Complaining About:** Comcast

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## **Description**

Please ban the use of data caps for the internet. It has no sensible reasoning and destroys the open internet.

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**Ticket: # 1297734 - Comcast Data Caps.**

**Date:** 11/1/2016 10:09:23 PM

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

**Company Complaining About:** Comcast

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## **Description**

Hello,

Comcast has recently instituted a cap on data usage of one terabyte per billing cycle(which is a month.) This has changed the way my family has consumed media for the worst. This practice of constricting customers to be overly conservative with their internet use is highly anti-consumer. When I contacted Comcast with this concern, the representative just said, "I don't know who would ever go past that amount of data!". Comcast did not enforce data caps prior to now, and to get back to those times, they want me to pay an extra \$50/month. What's worse is that Comcast does not count data usage when it comes to the content they provide, which is also very anti-consumer. I don't understand how what they're doing is even legal. I would go with another ISP, but my options are very limited. I believe Comcast is very much aware of this fact, and thus can get away with carrying out it's anti-consumer practices

Thank you for your time.

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**Ticket: # 1297758 - Comcast Data Caps**

**Date:** 11/1/2016 10:29:43 PM

**City/State/Zip:** Orlando, Florida 32826

**Company Complaining About:** Comcast

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## **Description**

Today, 11/1/2016, Comcast has implemented their Data Caps nationwide. This is a very anti-consumer practice. I frequently use more than 1TB of data due to the fact that most of my media consumption occurs over the internet outside of Comcast's cable system. This is an extortion attempt for customers like me, as services like Netflix and etc are causing the subscribers to Comcast's cable service to leave. What makes this even more anti-consumer is Comcast is Zero-rating their own video services over the internet. They have chosen to charge customers \$50 for the option of using their service as it originally was, without limits. I can assure you that this change is not for any network management or cost of business reasons. Several people have no other options for a reliable, stable, and speedy internet connection. This disproportionately affects areas such as theirs due to lack of service options. These kind of business practices must be stopped as they are a deterrent to an Open and Fair Internet.

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**Ticket: # 1297762 - No reason for a hard data cap!!**

**Date:** 11/1/2016 10:39:04 PM

**City/State/Zip:** Papillion, Nebraska 68046

**Company Complaining About:** Cox

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## **Description**

How is a data cap of 1 TB at all useful or meant to ease network congestion during peak usage time as is the claim? This is simply a ploy to stop the cord cutters. With 4K TVs becoming a hot item this season and streaming services offering streams in HD and 4K it will easily eat up the data provided. In addition, with music streaming services and online gaming where games can be purchased digitally and the sizes of the games ranging from 10-60 GB it is just ridiculous to have a data cap limit. There's also the forced advertisements for some of the video sites such as YouTube which eat up data as well. This is especially true with the incredibly low data caps on mobile devices which can account for 10-20% of the allowable usage.

Having a data cap is a major step backwards. It doesn't serve a legitimately valid purpose other than to nickel and dime the consumers while lining the ISPs pockets.

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[Ticket: # 1297769 - California Comcast Usage Cap](#)

**Date:** 11/1/2016 10:46:32 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Comcast

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## **Description**

I challenge the legality of the new Comcast Usage Cap in California.

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[Ticket: # 1297777 - Data caps](#)

**Date:** 11/1/2016 10:53:12 PM

**City/State/Zip:** Denver, Colorado 80205

**Company Complaining About:** Comcast

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## **Description**

Data caps are anti consumer and need to be regulated and prevented. As an agency who serves the public and protects our interest I want you to take action against ISPs that implement data caps. Please prohibit this behavior.

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**Ticket: # 1297779 - Comcast Data Caps**

**Date:** 11/1/2016 10:58:14 PM

**City/State/Zip:** Havertown, Pennsylvania 19083

**Company Complaining About:** Comcast

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## **Description**

I am extremely worried about the current policy by Comcast to start enforcing 1tb per month data caps on their customers. In their videos promoting the new policy, they are portraying to their customers that they will never go over this data cap, by giving examples of how many photos, or tweets they can do, but they don't make any mention of streaming video. If what I have seen is true, that streaming 1 hour of HD video content is equivalent to 3gbs, and 1 hour of 4K streaming video is 7gb, it will become trivial for a home with a 4 person family to exceed these limits. Their customers pay for service, Americans already pay exorbitant amounts of money for our internet compared to other first world nations, this is a policy we can't let happen.

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**Ticket: # 1297791 - Comcast**

**Date:** 11/1/2016 11:23:16 PM

**City/State/Zip:** Clifton Park, New York 12065

**Company Complaining About:** Comcast

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## **Description**

The internet company Comcast is now implementing data caps upon their customers and not changing anything else. they already have a 97% profit margin. With this and the non-competition pacts they have with other ISPs to gain a monopoly in their area of service it is becoming increasingly clear they are taking advantage of the average customer. In a day and age where internet is becoming a necessity rather than a luxury, this is criminal. For instance, many jobs these days require online applications. If you walk into a store and ask for an application, chances are they will just tell you to visit their website.

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**Ticket: # 1297795 - Comcast Internet Data Caps**

**Date:** 11/1/2016 11:27:46 PM

**City/State/Zip:** Englewood, Colorado 80112

**Company Complaining About:** Comcast

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**Description**

Comcast is introducing data caps today in the Denver area. This plan will restrict my ability to enjoy and purchase content from other companies. I download video games, and subscribe to streaming services. Due to the \$50 increased rate to continue enjoying my services, I will have to cut content from other companies.

Comcast says it is only fair that people who download more pay more. But they are not considering reality when they claim this. Reality is that quantity of bytes is not the only measure of internet usage. The power company regulates prices by what time of day the power is used, but Comcast is not. If I use data at a rate of 10 MB all 24 hours in the day, and someone else uses 100MB in a single hour, I am considered to use 2.4 times as much as the other. However, during the peak hour, I only used 10 and the other used 100.

Data caps unfairly discriminate against streaming and downloading services offered by Comcast's competitors. Please federally regulate all data services as a Public Utility. Regulate the non-competing monopolies. They are no longer part of a fair capitalist market, and should be contained.

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[Ticket: # 1297798 - Comcast 1TB data cap.](#)

**Date:** 11/1/2016 11:32:22 PM

**City/State/Zip:** Springfield, Georgia 31329

**Company Complaining About:** Comcast

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## **Description**

Comcast limiting internet usage to 1TB shouldn't be allowed and shows their abuse of power. In my area, Comcast is the only ISP, so they have the monopoly. Because of that, we were chosen as "guinea pigs" for the 1TB data cap, which I have been trying to live with for the past few months. Comcast is treating their customers like crap and they shouldn't be allowed to do this. This is a clear violation of net neutrality and NO ISP SHOULD BE ALLOWED TO DO THIS

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[Ticket: # 1297803 - Comcast Internet Data Cap](#)

**Date:** 11/1/2016 11:37:13 PM

**City/State/Zip:** Damascus, Oregon 97089

**Company Complaining About:** Comcast

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## **Description**

Comcast instilled a data cap on my home internet service. There is no reason to have a data limit as data is not a limited resource.

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**Ticket: # 1297808 - COMCAST 1TB datacap**

**Date:** 11/1/2016 11:41:17 PM

**City/State/Zip:** Decatur, Illinois 62522

**Company Complaining About:** Comcast

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## **Description**

In the middle of the month of October, Comcast enacted its 1TB datacap policy without notification of the service being implemented. I am only 1 of 4 members of the household, and we all attend the local university. After seeing that we had a data cap, we also checked our current usage and saw that we were already close to the limit with still 2 weeks left in the month. The data cap will not benefit us in any manner, since we already have to worry about our budget and Comcast's new policy will only force us to pay for going over their set limit. When the company says "This data plan is based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less" that becomes a blatant lie because they do not offer any type of incentive to use less data. Instead, it puts those in a position like ours in a bind because the only option would be to either continuously pay their \$50/10GB fine or pay nearly triple the rate we currently have in order to receive unlimited data usage. This is made even worse considering that in my area, Comcast is the only Internet Service Provider thus limiting our potential to seek an alternative.

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**Ticket: # 1297818 - Comcast Data Caps.**

**Date:** 11/1/2016 11:54:18 PM

**City/State/Zip:** Albuquerque, New Mexico 87108

**Company Complaining About:** Comcast

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## **Description**

We all know, this is going to be a major issue. With the rulings of which companies are in the process of merging and creating monopolies it has been seen that the likes of AT&T, Time Warner Cable, Cox, Charter, Comcast and the likes are zoning into the fact that modern day Cable and Satellite entertainment are a dying breed. Within this we have notice deals and companies forming mergers and hiking prices of usage along with setting data caps and limits. Now I ask you to think upon this issue. Why would these companies start making this decision? Simply because of the fact that streaming videos, content is on the rise and within this the usage of internet is increase than it had been for the past decade. Companies want to continue making more money and in doing so are willing to make their customers suffer. How can this be justifiable? It can't in fact it never will be. Corporations don't care about their customers. Plain and simple they only care about what will make them larger profits. It is the duty of the FCC to keep this from happening.

I am currently self employed, and in such I use the internet in great excess to perform my job function, my schooling and such. This is just the data usage in my own personal connection not including neighbors and such who are also on this network.

I am pleading with you for the sake of the future of the world and freedom of the internet to now allow Comcast to go forward with this idiotic scheme for quick cash.

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[Ticket: # 1297831 - caps from comcast](#)

**Date:** 11/2/2016 12:12:21 AM

**City/State/Zip:** Newark, California 94560

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented arbitrary and consumer unfriendly caps on data for customers who do not have a choice. changing the current contracts and agreements with out an "opt out" option.

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**Ticket: # 1297856 - Data Caps**

**Date:** 11/2/2016 12:58:41 AM

**City/State/Zip:** Blue Springs, Missouri 64014

**Company Complaining About:** Comcast

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### **Description**

Data caps are ridiculous and are corporate greed at its finest. There should never be ANY data cap from any internet service provider. Allowing this practice in any shape or form needs to stop.

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**Ticket: # 1297871 - Comcast Imposing Nationwide Data Caps for Internet Usage****Date:** 11/2/2016 1:18:20 AM**City/State/Zip:** Alameda, California 94501**Company Complaining About:** Comcast

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**Description**

Comcast recently began imposing a 1 terabyte data cap on subscribers' internet usage in the past couple of months. This is wrong for a multitude of reasons, but to summarize:

1. Comcast continues to offer a sub-par service at an ever-increasing cost to the consumer. They suggest that there is some shortage to bandwidth therefore users must be limited when in reality they are simply gouging subscribers for higher profits incurred from overage charges. This brings me to to my next point.
2. In certain regions (read: most of the US) Comcast has little to no competition. Local laws have allowed them to monopolize telecommunication services in many communities thus preventing competition from forming and giving them any reason to offer a modern service. Without competition, they will continue to squeeze money from their subscribers because their subscribers have literally no other option for internet access.
3. Comcast claims that 99% of their users do not exceed 1 terabyte of internet data usage in a single month. This may be true today, but given the rate at which the quality and popularity of stream-able media (e.g. movies, online gaming, music) is rising, a terabyte of internet data will seem like nothing. Soon users will have no choice but to upgrade to a higher tier usage plan so that they may avoid excessive overage charges.

Comcast will continue to stifle progress in the telecommunications industry as long as it remains profitable for them to do so. This means that until their monopoly is destroyed, users' costs will continue to rise while the quality of the service they are paying for will become more and more antiquated.

Link with info regarding Comcast's new data usage plans: <https://customer.xfinity.com/help-and-support/internet/data-usage-plan>

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**Ticket: # 1297880 - Comcast Data Caps**

**Date:** 11/2/2016 1:41:17 AM

**City/State/Zip:** Colorado Springs, Colorado 80908

**Company Complaining About:** Comcast

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## **Description**

These comcast data caps are not in line with net neutrality.

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**Ticket: # 1297906 - Comcast 1tb Internet usage cap**

**Date:** 11/2/2016 2:33:07 AM

**City/State/Zip:** Fresno, California 93702

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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**Ticket: # 1297911 - Data caps**

**Date:** 11/2/2016 2:36:43 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast, and AT&T, now have 1TB data caps. I am not a direct customer, as my roommate is the account holder. However, data caps are not to be taken lightly. The internet is meant to provide an open and limitless accessibility to information. This accessibility to information has aided in incredibly rapid growth in all facets of our society, including science, technology, and culture. Data caps limit our entire society from growing, both in Intercommunication Technologies and in our cultural understanding of ourselves and other peoples and conflicts around the world and at home. It limits the growth of web and application development, as more and more data transferring is needed with each advancement we make. Newer nicer websites need to provide more data to the user. New applications are becoming larger, and are frequently downloaded rather than bought on a disk or other physical media. Those same applications often need internet access to transfer data back and forth and make innovations to the software. Each and every day, we use more of these tools, and our need for data access will not stop. A terabyte today may seem like plenty, but so did 100 gigabytes 15 years ago. And these corporations would have no incentive to raise these data caps as our needs grow, effectively truncating our growth as a society.

These data caps serve no purpose, but to bleed more money from everyone else for the greed of very few.

Furthermore, such limitations will bring to question the entire system in place today. Could it not be said that, if data is a finite resource (which, we know, it is not - especially in the capacity of the internet as data is transferred and later deleted far more often than it is saved), each and every data connection made to my computer, through my ISP, without my express permission is stealing from me? Each time I access a website, I must download ads. Ads which make revenue for those sites so they may stay active. Which means that these ads, which I do not expressly request, or know if I will receive, or how large they may be, are directly stealing my "finite" data. This system would be akin to electronic billboards tapping into my electrical service, which I pay for, to deliver ads to me that I did not request. We would undoubtedly consider this ludicrous theft. Ads being the thing that monetizes most of the internet, we can not afford to adopt such a system without drastic consequences.

So do we stop this greed and affront to the growth of our society, and the very thing that brought us into the information age? Or do we tear apart the system to accommodate those who don't need a penny more for the next 100 years, and destroy what makes the internet such a wonderful resource to everybody around the world? If we do nothing now, this will be a very real problem within one generation, or less.

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[Ticket: # 1297916 - Comcast Data Cap](#)

**Date:** 11/2/2016 2:49:36 AM

**City/State/Zip:** Vacaville, California 95688

**Company Complaining About:** Comcast

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## **Description**

Data caps are absurd and extortion by cable companies who already have the freedom to overcharge consumers because of their regional monopolies on broadband service. Data caps should be outlawed.

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**Ticket: # 1297918 - Comcast Data Cap With Out Consent**

**Date:** 11/2/2016 2:59:42 AM

**City/State/Zip:** Oakland, California 94609

**Company Complaining About:** Comcast

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**Description**

Comcast has instituted a data cap policy, I have not signed any agreement stating they may do this and it was done to an existing account that previously did not have it. ATT has also introduced the same policy with exactly the same pricing. There is clear collusion with the intent to obstruct data flow with out adequate justification for the cost increase. Further Comcast has provided me with no independent way to measure or verify that the quantity of data they claim I use is accurate.

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**Ticket: # 1297922 - 1TB cap limit - Comcast**

**Date:** 11/2/2016 3:05:48 AM

**City/State/Zip:** Spokane, Washington 99208

**Company Complaining About:** Comcast

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## **Description**

Two months ago I bought a 4k TV & subscribed to Netflix. Last month, I signed up for a 1 year bundle package from Comcast which included a faster internet speed, basic cable channels and no limit on Internet downloads. Now, I discovered that my Internet downloads are being capped at 1TB effective Nov 1, unless I want to pay extra. This is dirty pool. I signed a 1 year contract for a certain price and the following month Comcast changes the plan, taking away what we agreed to. This is going to force me to watch less 4k viewing from Netflix and I can't get out of the contract for another year. I'm not getting what I agreed to pay for.

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[Ticket: # 1297983 - Xfinity Comcast terrabyte plan](#)

**Date:** 11/2/2016 8:03:17 AM

**City/State/Zip:** Ogden, Utah 84414

**Company Complaining About:** Comcast

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### **Description**

Comcast is going to start limiting customers to only one terabyte of internet. Over that and there are large charges.

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**Ticket: # 1297989 - Comcast Data Cap**

**Date:** 11/2/2016 8:10:32 AM

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

**Company Complaining About:** Comcast

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**Description**

Hello,

I pay \$100/month for internet service that Comcast will not allow me to use. Now they want to charge me up to another \$200 in overages if I exceed an arbitrary data limit. I think this price is unfair, even when compared with unlimited cell phone plans (T-Mobile etc).

They are inflicting a cap that their infrastructure does not need. I think they are creating a false sense of supply and demand to drive customers to their cable TV services instead of using online streaming services.

My household uses services like Netflix, Amazon Prime, Youtube, Twitch etc because we don't use old-fashioned cable TV. This quickly eats into their limit when you have a household of people using those services. This will only get worse with time as services become higher quality and take up more bandwidth.

Some extra information:

<http://www.extremetech.com/computing/212376-comcast-admits-that-its-data-caps-are-a-business-decision-not-an-engineering-requirement>

I think it creates a competitive problem when Comcast's own content (Cable TV) isn't held under the same data cap that their competitors data is (Amazon Prime for example). This forces their customers to use Comcast content instead of all the other options.

Thank you for your time,

██████████

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**Ticket: # 1298095 - Comcast Monopoly**

**Date:** 11/2/2016 10:11:44 AM

**City/State/Zip:** Medford, Massachusetts 02155

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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[Ticket: # 1298179 - Comcast's anti-competitive data caps](#)

**Date:** 11/2/2016 11:02:24 AM

**City/State/Zip:** Santa Clara, California 95050

**Company Complaining About:** Comcast

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## **Description**

I received notice that my previously unlimited data will now be capped at 1TB. Comcast has a conflict of interest with online streaming services who are eating its lunch, this is a blatant anti-competitive move. I have a 4K tv and streaming Amazon will put me over the data cap.

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**Ticket: # 1298189 - Comcast data caps**

**Date:** 11/2/2016 11:06:42 AM

**City/State/Zip:** Olathe, Kansas 66061

**Company Complaining About:** Comcast

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## **Description**

Comcast has issued a nationwide data cap for all consumers. Realistically, this is just a tax on those who opt for services such as Netflix vs their cable TV.

Furthermore, those that "go over" their cap get penalized with fees, despite Comcast not having a secure and accurate way to measure data usage (from my understanding, it is handled by a third party company)

Not only are these practices unfair, but they are malicious given the fact that most consumers don't have the option of multiple ISPs to pick from to combat these unfair caps and chargers. I, for one, am going to start looking at other options in my area. Comcast should be shamed for their actions in establishing a monopoly and controlling revenue loss by creating caps, fines, and fees rather than simply being fair and competitive with their service and pricing.

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[Ticket: # 1298252 - 300 GB Bandwidth Cap](#)

**Date:** 11/2/2016 11:31:50 AM

**City/State/Zip:** Prescott Valley, Arizona 86314

**Company Complaining About:** Cable One

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## **Description**

I live in Prescott Valley, AZ where cableone has a monopoly and I currently have only one choice for broadband internet over cable TV lines. Cableone imposes a very small monthly 300GB data cap for the tier I am on. I know in other areas where there are other providers and competition exists providers offer much larger data caps. For example on a comparable tier you get a monthly data cap of 1 terabyte for the same amount of money or often even less. I believe this to be a monopoly and an unfair practice. Thank you for your time.

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**Ticket: # 1298329 - Forced Data Caps Without Alternative**

**Date:** 11/2/2016 11:56:46 AM

**City/State/Zip:** West Palm Beach, Florida 33414

**Company Complaining About:** Comcast

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## **Description**

Regardless of my existing service agreement with Comcast, they are still enforcing data caps that directly increase my bill by 100%. I have tried contacting support 4 times so far, and each time they refuse to escalate my issue and inform me that I am not "forced" to pay the additional amount, but I will be charged the amount to continue my existing service, thus changing my bill to 200% of what it was last month in the middle of an agreement. Furthermore, I have no alternative internet providers in my area and feel that Comcast is abusing their monopoly-like situation, causing unchecked price increases. These unfair practices continue to impact my lifestyle and access to the internet.

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[Ticket: # 1298351 - Comcast Datacap](#)

**Date:** 11/2/2016 12:05:16 PM

**City/State/Zip:** Arvada, Colorado 80005

**Company Complaining About:** Comcast

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## **Description**

Comcast has restricted my internet usage to a dismally low amount of 1TB a month. in a house of 4 users who need the internet for school, work and entertainment this number restricts what we can do in a month. please force Comcast to life these restrictions.

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[Ticket: # 1298615 - Comcast Data caps](#)

**Date:** 11/2/2016 1:46:13 PM

**City/State/Zip:** Denver, Colorado 80224

**Company Complaining About:** Comcast

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### **Description**

Comcast has implemented 1TB data caps in Denver, CO. No notice was served to my address, or to my email.

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[Ticket: # 1298616 - Comcast Data caps are anti-consumer](#)

**Date:** 11/2/2016 1:46:37 PM

**City/State/Zip:** Aurora, Colorado 80012

**Company Complaining About:** Comcast

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## **Description**

The fact that Comcast is allowed to enact data caps is disturbing. This move is very anti-consumer. Manufactured scarcity and reduces service for the same price. To get the same service, I am forced to pay additional money per month or face overage fees. This is unacceptable. Please push Comcast to get rid of data caps.

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[Ticket: # 1298698 - Ban datacaps](#)

**Date:** 11/2/2016 2:17:52 PM

**City/State/Zip:** Norman, Oklahoma 73071

**Company Complaining About:** Cox

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## **Description**

Hello FCC members,

I am writing to inform about the issue with data caps on internet usage by major ISP's in the US. In current age and technology data usage has increased exponentially. I urge the FCC to look into this matter.

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[Ticket: # 1298800 - comcast data cap](#)

**Date:** 11/2/2016 2:56:01 PM

**City/State/Zip:** Salem, Oregon 97304

**Company Complaining About:** Comcast

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## **Description**

I recently received a letter in the mail from comcast concerning my service changing from an unlimited plan I have under contract for 2 years to being a limited 1tb plan; the literature speaks to this policy change being a customer first solution so that those who use more pay more and those who use less pay less; however my plan is not reducing in price and I now have a fundamentally different kind of internet access. This policy change is yet another clear example of comcast abusing the limited access most have to internet service provider. I have no alternative but to buck up and pay more or use less.

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[Ticket: # 1298840 - Internet Data Cap](#)

**Date:** 11/2/2016 3:07:32 PM

**City/State/Zip:** Chubbuck, Idaho 83202

**Company Complaining About:** Cable One

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### **Description**

I was just forced into a higher internet package by CableOne due to using their services 'too much.'  
It's unreasonable in this modern age to put a 300GB data cap, or any cap for that matter, on telecommunications. It is our source of communication, commerce, entertainment and news.

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[Ticket: # 1298843 - new comcast data cap SUCKS](#)

**Date:** 11/2/2016 3:08:27 PM

**City/State/Zip:** Sacramento, California 95826

**Company Complaining About:** Comcast

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### **Description**

new cap is ridiculous!!!! many services that i pay for or am interested in utilize streaming high definition video (netflix, playstation vue, playstation now, etc) I believe implementing caps such as these destroys a free market for many new innovative services to compete in at the expense of us!! the consumers!!!

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**Ticket: # 1298966 - Comcast Data Cap**

**Date:** 11/2/2016 3:59:14 PM

**City/State/Zip:** Belleville, Michigan 48111

**Company Complaining About:** Comcast

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## **Description**

On knowledge and belief, Comcast has rolled out a new data cap of 1TB for its customers. As a company that which is allowed to operate a virtual monopoly, the government has a responsibility to step in and prevent abuses such as this; a ploy to increase their bottom line. While it might be true that a very small number of customers will be affected by this policy change currently, Comcast has likely calculated that the \$50/mo price tag to lift its artificial data cap to be a revenue driver only a couple of years down the line as information technology bandwidth requirements grow exponentially. Comcast has acknowledged that there is no congestion issues with its network. It may be that this new policy claims to combat piracy or create "fairness" between the top percentile of users and the median; these are straw-man arguments and should be dismissed as such. These Comcast data-caps are a dangerous precedent and shouldn't be allowed to move forward. Thank you.

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**Ticket: # 1299029 - Comcast Xfinity Outrageous 1TB Data Cap**

**Date:** 11/2/2016 4:18:42 PM

**City/State/Zip:** Milwaukie, Oregon 97222

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

I got an email reply form letter thing:

Hi (RadBadTad),

The FCC appreciates your feedback regarding Open Internet. Your inquiry provides the Commission with valuable information that we use to spot trends and practices that warrant investigation and enforcement action.

Your Ticket No. 1238700) was closed as of today. The information you provided us will continue to be available internally within the FCC to inform the Commission's enforcement and policymaking processes.

Thank you for your inquiry and help in furthering the FCC's mission on behalf of consumers.

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[Ticket: # 1299049 - Comcast](#)

**Date:** 11/2/2016 4:25:29 PM

**City/State/Zip:** Littleton, Colorado 80120

**Company Complaining About:** Comcast

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## **Description**

I'm filing a complaint regarding Comcast's newly implemented data caps. With a lack of regulation telecom company's such as Comcast continue to grow into monopolies. This leaves consumers such as myself with limited or no options when anti-consumer policies such as these data caps are instituted. We already pay for a given data rate (which absolutely never is actually achieved as advertised). It's completely unreasonable to also pay for the data we consume.

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**Ticket: # 1299067 - Xfinity Data Cap**

**Date:** 11/2/2016 4:29:01 PM

**City/State/Zip:** Ann Arbor, Michigan 48104

**Company Complaining About:** Comcast

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## **Description**

Xfinity has imposed a data cap on my internet usage. This presents a horrifying danger to my household as I use VOIP for phone calls. In case of an emergency, they may end up charging me an exorbitant amount. Furthermore, there are numerous reports of their data usage meter incorrectly calculating usage. In fact, the last time I attempted to use their tool on their website (11/2/2016), the tool presented an error ("Data usage details are unavailable at this time.") and could not display my usage. I have attached a screenshot of the issue. If the company cannot measure usage accurately, this clearly indicates that they can abuse their metering and charge me more than what I actually used.

They are touting this data cap as a feature, but it apparently does not increase my speed. I pay for up to 75 Mbps, which I never get. If this data cap did anything reasonable, I would be getting a guaranteed 75 Mbps all the time.

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**Ticket: # 1299073 - Comcast Xfinity Data Cap****Date:** 11/2/2016 4:29:42 PM**City/State/Zip:** Pearland, Texas 77584**Company Complaining About:** Comcast

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**Description**

I just received an email from Comcast/Xfinity that my plan will have a 1TB data cap per month. Internet has become a crucial form of communication and Comcast is trying to profit off of it. There is absolutely no reason to implement data caps, as they themselves say that most people do not use 1TB of data and thus congestion is not the issue. As technology advances, more and more information will be shared over the internet, and thus 1TB will not be enough. Please stop Comcast/Xfinity from implementing such data caps and thus setting a precedent.

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**Ticket: # 1299079 - Comcast Caps?!?!?!?**

**Date:** 11/2/2016 4:31:13 PM

**City/State/Zip:** San Jose, California 95113

**Company Complaining About:** Comcast

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## Description

Are they allowed to do this? They sent me this:

xfinity?

¿Prefieres ver esto en español? Haz clic aquí

Information about a New Terabyte

Internet Data Usage Plan

We're writing to let you know that we have activated a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service includes one terabyte (that's 1,024 GB) of data usage per month. With a terabyte of data you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of online games, or download 60,000 high-res photos in a month.

The vast majority of our customers would consider one terabyte to be a massive amount of data – in fact, less than 1% of our customers use that amount in a month. However, it may not be enough for everyone, so we want to make sure you understand your options and choose the Data Usage Plan that works best for you. Our data plans are based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less. If you believe you will need more than one terabyte of data, we offer an Unlimited Data option.

Terabyte Data Plan and Unlimited Data Option:

One Terabyte (TB) included/month      If one TB is exceeded, \$10 is charged for each additional data block of up to 50 GB/month      \$200 overage charge limit - no matter how much data is used

Unlimited Data      Additional \$50/month      No overage charges — no matter how much data is used each month

You can also track and manage your usage so there are never any surprises about how much data you use. Here are several tools you can use:

Data Usage meter – Monitor how much data your household has used with our Data Usage Meter.

Data Usage Estimator - Estimate your data usage with our Estimator Tool. Simply enter how your household typically uses the Internet and the tool will estimate your monthly data usage.

Notifications - If you approach, reach or exceed one terabyte of data usage, we will send you a courtesy "in-browser" notice as well as an email. You can also elect to receive notifications at specific usage thresholds and set up mobile text notifications. Learn more about notifications here. Usage notifications will not be sent to customers who enroll in the unlimited data option.

For the less than 1% of customers who do exceed one terabyte of data usage, we're offering two courtesy months, so customers will not be charged the first two times they exceed one terabyte while they are getting comfortable with the new plan.

If you have any questions about the new Data Usage Plan, please visit <http://dataplan.xfinity.com/>.

Thank you for being an XFINITY Internet customer.

Sincerely,

Hank Fore  
Senior Vice President  
Comcast California Region

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**Ticket: # 1299104 - Comcast/Xfinity 1TB Internet Data Caps**

**Date:** 11/2/2016 4:38:08 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** Comcast

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## **Description**

I live in Houston, TX where only two companies server the vast majority of residences: Comcast/Xfinity and ATT. In July 2016 I purchased Xfinity high speed internet with advertised speeds of 75Mbps down and 5Mbps up with unlimited data. The unlimited data aspect of the plan was a key reason why I chose Xfinity over ATT as ATT has data caps for all their plans.

This month (November 2016), Comcast introduced a data cap of 1TB to all Xfinity internet customers in Texas. With the introduction of this cap, Comcast also introduced an "additional fee of \$50 per month" to regain the unlimited data as well as \$50 overage charger for every 50Gb over the limit (maxes out at \$200 in overage charges).

From Comcast/Xfinity's website, the stated purpose of this cap is: "This data plan is based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data pay less."

<https://customer.xfinity.com/help-and-support/internet/data-usage-what-is-the-terabyte-data-usage-plan>

The reasoning for this data cap does not hold water as Comcast already charges for different speed tiers. What Comcast is doing is "double dipping" and these data caps do not improve the service offered like paying for different speeds does in reducing line congestion.

In addition, there is no guarantee that the imposed data cap of 1TB will remain at 1TB or scale with how "99% of our customers" use their internet. As the reliance on the internet for downloading personal and work related software, communicating with friends, family, and colleagues, and consuming digital entertainment continues to increase, data caps will only impede and stifle digital innovation and progress.

In a landscape where few home internet providers are available to consumers, I am vehemently against data caps. The sole purpose of data caps are to increase company profits while artificially restricting how customers use their internet connection and obstructs digital advancements.

Kind Regards,

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**Ticket: # 1299124 - Data Caps in a Monopoly****Date:** 11/2/2016 4:44:50 PM**City/State/Zip:** Kerns, Utah 84119**Company Complaining About:** Comcast

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**Description**

I just signed up for service this month and there was NO disclosure to me that COMCAST CAN CHANGE MY PLAN AT ANYTIME on I JUST received an email informing me of a DATA CAP limitation to my plan. I just received an email The details of my home internet plan have been switched, without my approval or input, to a cap of 1TB per month with an additional automatic If one TB is exceeded, \$10 is charged for each additional data block of up to 50 GB/month." "New Terabyte Internet Data Usage Plan" I never agreed to this change and I have been assured that no one has an option that everyone west of salt lake city has this "New Terabyte Internet Data Usage Plan" and that if we don't like it we are happy to go somewhere else provided that I pay a cancellation fee and go to the only other ISP in my area (I HAVE TWO options) We tried Century link first and they said I could get "BURSTS up to 40MBPS" but the 20+ year old copper phone lines in my area kept me at a max of 7MBPS connection. That's not a viable option for me and further more I feel like I have been taken advantage of and lied to. And I am stuck with them I have NO other options. We just bought this house and now I have to deal with Comcast and the deception. I wish I had another broadband entity I could to do business with. THIS IS TERRIBLE!

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**Ticket: # 1299172 - Terabyte Cap from Comcast + Bad Service****Date:** 11/2/2016 4:59:26 PM**City/State/Zip:** Ypsilanti, Michigan 48197**Company Complaining About:** Comcast

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**Description**

I would like complain about Comcast. My contract as of Sept. 9, 2016 was to have 25 mb/s internet and basic cable with unlimited access, the day that I moved into my new apartment. This was not provided immediately because the apartment had no internet, despite the request for service being put in to the Maple road, Troy, MI location 3 weeks prior. When I called to have the internet setup, I was told they couldn't make a connection and I needed to buy a better router (Have receipts from Best Buy). I bought a better router and returned, only to be told the same thing. I never received anything for this useless expenditure. They continued on with the search for why I didn't have internet to end up deciding to have someone check out my apartment. This guy concludes that I don't have internet in my apartment. They later send another guy out the weekend after moving in to rewire the apartment. He left after it worked, telling me that I wouldn't have to pay for it, which I didn't but they felt free to charge me for the week of service in which I didn't even have a connection to them. I made a few calls (6 to be precise) to them and finally got someone who would credit my account for the time I had no internet. That amount of work for getting my money back on something I shouldn't be charged for is not acceptable.

Then after having my account set up for a little over 30 days (IE the period to which I can cancel service for free), I am now having my data capped at 1 terabyte/month, that is not stated exclusively to change in my contract. This is in addition to no warning about putting the data cap on until it was already enforced. I have pictures attached of my email, showing all email contact since my account was created that had the word Comcast involved at all. Notice taht the email even warning about the change is sent today, Nov. 2nd, 2016 saying the changes happened on the 1st... with no warning. I am fairly certain they can't change a contract status without warning, if they can change them at all.

This last one might belong with the BBB. A data cap? Just before/while 4k television is becoming an economically affordable? Before online Virtual reality gaming comes into fruition? Let alone anyone who wants to play any new generation game (downloads) that use 4k resolutions. This is a money grab. The email even specifies that they are doing this to charge more for people who use more, but don't reduce the cost on those who use less; literally only charge people more. The combination makes for a messy future for any Comcast customer who, unlike Comcast, can't change the contract at all without fees.

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**Ticket: # 1299194 - New Introduction of Data Caps on Home Internet**

**Date:** 11/2/2016 5:06:07 PM

**City/State/Zip:** Houston, Texas 77098

**Company Complaining About:** Comcast

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## **Description**

I live in Houston, TX where only two companies server the vast majority of residences: Comcast/Xfinity and ATT. In September 2016 I purchased Xfinity high speed internet with advertised speeds of 25Mbps down and 5Mbps up with unlimited data. The unlimited data aspect of the plan was a key reason why I chose Xfinity over ATT as ATT had data caps for all their plans.

This month (November 2016), Comcast introduced a data cap of 1TB to all Xfinity internet customers in Texas. With the introduction of this cap, Comcast also introduced an "additional fee of \$50 per month" to regain the unlimited data as well as \$50 overage charger for every 50Gb over the limit (maxes out at \$200 in overage charges).

From Comcast/Xfinity's website, the stated purpose of this cap is: "This data plan is based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data pay less."

<https://customer.xfinity.com/help-and-support/internet/data-usage-what-is-the-terabyte-data-usage-plan>

The reasoning for this data cap does not hold water as Comcast already charges for different speed tiers. What Comcast is doing is "double dipping" and these data caps do not improve the service offered like paying for different speeds does in reducing line congestion.

In addition, there is no guarantee that the imposed data cap of 1TB will remain at 1TB or scale with how "99% of our customers" use their internet. As the reliance on the internet for downloading personal and work related software, communicating with friends, family, and colleagues, and consuming digital entertainment continues to increase, data caps will only impede and stifle digital innovation and progress.

In a landscape where few home internet providers are available to consumers, I am vehemently against data caps. The sole purpose of data caps are to increase company profits while artificially restricting how customers use their internet connection and obstructs digital advancements.

Kind Regards,

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**Ticket: # 1299211 - Comcast Data Cap**

**Date:** 11/2/2016 5:13:29 PM

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

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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**Ticket: # 1299233 - 1 TB Data Cap on XFINITY Services in Colorado Springs**

**Date:** 11/2/2016 5:20:53 PM

**City/State/Zip:** Colorado Springs, Colorado 80916

**Company Complaining About:** Comcast

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### **Description**

I received an email today outlining the new data caps for XFINITY(Comcast) services with the option to pay \$50 more a month to go back to unlimited. This is absolutely absurd and is not a part of the contract that I signed. This violates net neutrality and is a step in a completely wrong direction for internet usage. Internet has become a necessary utility in the past decade and these practices are hugely predatory and taking advantage of people.

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**Ticket: # 1299251 - Data Caps are Unreasonable**

**Date:** 11/2/2016 5:32:34 PM

**City/State/Zip:** Pomona, California 91768

**Company Complaining About:** Comcast

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## **Description**

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service. Without the extra \$50, you have a 1TB cap.

Under the new 1 TB cap, users with existing 4K televisions who wish to watch 4K content at the same rate as they do current HD content would very easily hit and exceed the cap. Sure, 50 hours of 4K content will barely go over 50% of the cap; however, there are multiple people in the household. Thus, with a two person household, you can easily go over 1TB very easily. Furthermore if you have more than two in the household.

The additional complication of Comcast's de facto monopoly makes this unilateral change to the terms of service an unreasonably burdensome one on consumers, and should be strenuously opposed in favor of maintaining an open internet that encourages innovation. Without competition, markets go unregulated and will further impede innovation and have prices rise, as we have seen with Comcast and AT&T. No innovation whatsoever, we are still on copper and nothing has been done about this. Comcast is now squeezing more money by implementing data caps and overages, driving down innovation.

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**Ticket: # 1299262 - Comcast 1TB data limit on Internet Service****Date:** 11/2/2016 5:37:11 PM**City/State/Zip:** Albany, Oregon 97321**Company Complaining About:** Comcast

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**Description**

The recent internet cap imposed on Comcast Cable Internet subscribers in Oregon (and the rest of the country) reeks of greed. Since the availability of internet to the public at large, this method of communication has grown and become a massive means for commerce, communication, and other activities of importance for US citizens. Since the passing of the Open Internet rules many in the technical fields celebrated them as a means to keep the internet neutral to how an end user chooses to use it. However, given the new limits a user must now choose whether to use that data to perform activities such as viewing video or purchasing items from Amazon. While I understand that this limit is sizable (1TB is a huge amount of data in today's data use by the average user) it is still a limit to using something the citizens of the US believe to be indispensable.

I recently read an astute explanation of how limits affect the average user. The internet is similar to our roads, and Comcast is the gatekeeper to those roads. In the past, Comcast and other ISP's had technical limits to the speed at which it could allow a user to 'drive on' the web. The bandwidth it sold is similar to an enforceable speed limit on a road (the reason for having these is different, but the result is similar). Now, the limit that Comcast is implementing is equivalent to the government imposing a mileage limit on all cars driven on all roads and charging a fine to anyone who goes over. Now, the consumer has to choose whether to spend his miles going anywhere. There is no technical reason for this limit on miles, but the government receives more revenue from the people who choose to drive more. This limit will have the effect of keeping more people home, which will reduce the revenue of the shops in town, could reduce the interactions amongst people in a community, and may reduce productivity in general. Comcast's CEO has stated "Just as with every other thing in your life, if you drive 100,000 miles or 1,000 miles you buy more gasoline. If you turn on the air conditioning to 60 vs. 72 you consume more electricity,"[1]. This quote helps him to answer the question of why implement a cap, but it does not truly equate to what he is saying. A cap is not in place because there is some chemical process required to navigate the web, a car's motor works on combustion and requires gasoline to perform the reaction. Similarly, power is generated by a finite resource which heats water to turn a generator. The cost to ensure that the power is continuously generated is charged to a customer based on usage, along with static charges for the lines which have to be maintained. Comcast is in the business of lines, not generation. Internet users do not require a finite resource from Comcast to navigate the web. They need a means to connect their electronic device to the web. This connection is provided with a bandwidth limit. The use of a single byte does not in turn cost Comcast any more money than that byte costs an edge provider, or a website. There are static costs (physical equipment, maintenance, power, etc.) but none of those increase based on a single user's increased byte usage.

For now, there is no clear limit to people who fall within the bell curve of data usage, but as technology changes the amount of data required to do anything online will increase. Prohibiting this kind of growth will have a negative effect on our technological edge, alongside of this, people will generally spend their time on items they know will use their data a certain way and will not be as open to new technologies. While the vast majority of data is used on video entertainment today, it is not without merit to believe that a more necessary use of high amounts of data will come along that will challenge this arbitrary limit. I realize that Comcast is a business and must make money. My

suggestion is to either enforce actual net neutrality rules to keep these kinds of arbitrary restrictions from being used to bolster bottom lines, thereby forcing Comcast (and other ISP's planning to implement limits) to actually come up with a product they can sell which provides value rather than forced pay outs.

These limits are truly only going into effect because the markets where Comcast is operating are not competitive. I am an advocate for strong regulation, but I believe that strong market competition will provide a product that is much better for the consumer. Where market competition exists for Comcast, bandwidth is much higher, and data limits do not exist. This is because people don't want them, but when a market has no real choice, they are forced to have these limits. I think the FCC has two choices, enforce strong Open Internet rules where ISP's do not get special treatment (zero rating and data caps) or work tirelessly to open up markets for competition to come in. I think a third even better option is out there. This option is to nationalize the infrastructure and 'last mile' connections, and allow Comcast to compete nationally as a service provider with every other service provider, then these anti-consumer policies will no longer be present unless there is a technical reason to do so.

1. "<http://arstechnica.com/business/2015/12/the-more-bits-you-use-the-more-you-pay-comcast-ceo-explains-data-caps/>"

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**Ticket: # 1299338 - Comcast Data Caps in Houston**

**Date:** 11/2/2016 6:25:24 PM

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

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am a Comcast Xfinity customer who has just received a notice that there are data caps being applied to my area. This is highly disturbing and a huge money grab to take advantage of their customers. As someone who lives in an area where the ONLY Internet provider is Comcast, I expect fair treatment since I have no other way to gain access to the Internet. This is very clearly an attempt to exploit those who don't understand that it doesn't cost Comcast extra whether a user has used 1 Gigabyte of data in a one month period or 1 Terabyte in that same period. It's just one more way for Comcast to step on their customers and bleed them of money when there is no clear business need for them to do so.

Please investigate and do what you can to help those of us that have no other option but to use Comcast for our Internet access. It is basically a necessity and should be treated as a utility in this day and age, so I would appreciate it being regulated and prevented from becoming a monopolistic situation.

Thank you,

██████████

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[Ticket: # 1299364 - Data Limits](#)

**Date:** 11/2/2016 6:35:04 PM

**City/State/Zip:** Indianapolis, Indiana 46268

**Company Complaining About:** Comcast

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## **Description**

I recently received an email from Comcast letting me know that I would be subject to a 1TB data limit for home internet use. When I chose Comcast for my internet they told me I would have unlimited data. How are they allowed to modify a contract just like that? I don't think companies should be allowed to do that to consumers.

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[Ticket: # 1299438 - Comcast Data Cap](#)

**Date:** 11/2/2016 7:27:10 PM

**City/State/Zip:** Pleasant Grove, Utah 84062

**Company Complaining About:** Comcast

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## **Description**

Comcast has now implemented an unnecessary data cap plan that will restrict 4k streaming, avid online gamers and those that use the internet as work.

The caps should be removed and any income derived from implementation returned to the consumers.

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[Ticket: # 1299468 - Internet data caps](#)

**Date:** 11/2/2016 7:45:30 PM

**City/State/Zip:** Florence, Alabama 35630

**Company Complaining About:** Comcast

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## **Description**

I bought into my Comcast plan for 75Mbps and unlimited data.

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**Ticket: # 1299521 - 1TB Data Caps Halt Future Progression of Internet Potential**

**Date:** 11/2/2016 8:23:54 PM

**City/State/Zip:** Purcellville, Virginia 20132

**Company Complaining About:** Comcast

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**Description**

A brief summary; 1TB of data exchange may be slightly out of reach today, but not tomorrow.

Streaming in 1440p(2K) is becoming more common in this age, soon when 4K videos become a standard as 1080p is today, you can watch less than 4 hours of video at this resolution before exceeding this new data cap. Comcast knows this very well, and are basing their new implementation off the hopes of ignorance. There's no pro-consumer aspect to this, and when a majority of Americans live in areas MONOPOLIZED by large cable companies, something needs to be done on a federal level.

Going further into the future, Graphene is a substance that can be integrated into internet hardware and transportation media. This can transmit speeds at a theoretical 1 Terabyte per second. Pointless.

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[Ticket: # 1299549 - Data Caps](#)

**Date:** 11/2/2016 8:41:40 PM

**City/State/Zip:** Albuquerque, New Mexico 87104

**Company Complaining About:** Comcast

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## **Description**

This is the beginning of restricting our access to information resting on our financial well being. This will trend towards further restrictions to ensure only the wealthiest have access to as much information as they desire, effectively furthering class divide.

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**Ticket: # 1299559 - Comcast new data caps**

**Date:** 11/2/2016 8:52:09 PM

**City/State/Zip:** Denver, Colorado 80218

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented their Data Caps nationwide. This is a very anti-consumer practice. I frequently use more than 1TB of data due to the fact that most of my media consumption occurs over the internet outside of Comcast's cable system. This is an extortion attempt for customers like me, as services like Netflix and etc are causing the subscribers to Comcast's cable service to leave. What makes this even more anti-consumer is Comcast is Zero-rating their own video services over the internet.

They have chosen to charge customers \$50 for the option of using their service as it originally was, without limits. I can assure you that this change is not for any network management or cost of business reasons. As someone who chooses to live in one of our beautiful mountain towns, we have no other options for a reliable, stable, and speedy internet connection. This disproportionately affects areas such as mine due to lack of service options. These kind of business practices must be stopped as they are a detriment to an Open and Fair Internet

Sincerely,

US Marine Veteran [REDACTED]

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[Ticket: # 1299579 - Data Cap](#)

**Date:** 11/2/2016 9:10:26 PM

**City/State/Zip:** Saint Paul, Minnesota 55117

**Company Complaining About:** Comcast

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## **Description**

One terabyte of data is not enough for the average user, let alone shared house holds. It's ridiculous that they are capping data but not giving customers the 'high speed' that we were all sold on. My internet goes out at least three times a day due to comcast.

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[Ticket: # 1299585 - Comcast data limits with overages](#)

**Date:** 11/2/2016 9:13:13 PM

**City/State/Zip:** League City, Texas 77573

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a 1 terabyte data limit in the Houston area with overage charges. I have an internet only plan and my family watches Netflix so we can avoid the extremely high cable bills each month. This limit is arbitrarily low and is targeting people like me for choosing another video service like Netflix. Comcast has a monopoly in the area for internet service and now they are leveraging their monopoly to limit my choices.

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[Ticket: # 1299596 - Formal complaint against comcast ISP](#)

**Date:** 11/2/2016 9:27:05 PM

**City/State/Zip:** Albuquerque, New Mexico 87121

**Company Complaining About:** Comcast

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## **Description**

Comcast just notified me they will be imposing data caps on my contract that had no mention of data limits when I signed up. This policy is supposed to start in February and is a flagrant and unethical revision of our contract without my consent. Comcast has a nationwide monopoly on internet service and it is unacceptable to allow a company to impose data caps on something as essential in the modern age as the internet. I want my voice to be heard along with the tens of thousands of fellow Comcast customers who are fed up with this monopolistic behavior. Data caps and throttling of any kind for internet service are highly unethical and extremely frustrating to customers who have very limited options when it comes to internet service providers or speed tiers. There needs to be some form of government legislation to stop companies from doing this currently as well as in the future.

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**Ticket: # 1299601 - Comcast Data Caps**

**Date:** 11/2/2016 9:31:13 PM

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

**Company Complaining About:** Comcast

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**Description**

Complaints DO work, due to the sheer number of FCC complaints when Comcast first announced caps, they upped the cap from 300GB to 1TB. We need to keep filing and filing until they realize this pure money-grab is one of the worst decisions they can make and we will not stand for it.

Here is a short template you can paste in the complaints box:

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

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

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

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[Ticket: # 1299615 - Data Cap since November](#)

**Date:** 11/2/2016 9:45:41 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## **Description**

Comcast sent me an e-mail, that they are now charging extra whenever I exceed my data cap of 1 TB per month.

This means, all traffic from Netflix etc. is now subject to charge from comcast.

I am outraged!

When I got the contract in September, they did not mention any limitations, they just advertised a flatrate at a certain Mbit/s speed..

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**Ticket: # 1299621 - Comcast 1 TB Data Cap**

**Date:** 11/2/2016 9:52:24 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has been disseminating false and misleading information concerning user monthly average data use in advance of the 1 TB data caps they implemented on November 1st, 2016. I pay around \$62.00/month for 150mb/s download speeds. With this data cap I am only allowed to utilize that service at its highest capacity for 14.81 hours a month, or 2.04% of the month (726 average hours/month). Once meeting that cap I will be charged \$10 for every 50GB. Which at 150mb/s would be \$10 every 44.44 minutes, up to a cap of \$200 in additional charges per month, at which point there are no additional charges regardless of data usage. This is an absurd and arbitrary cap designed to increase profits at the expense of the consumer. The US government needs to intervene against these monopolistic internet service providers on behalf of the public/consumer.

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[Ticket: # 1299631 - Data cap - doubles my monthly bill](#)

**Date:** 11/2/2016 10:02:09 PM

**City/State/Zip:** Colorado Springs, Colorado 80921

**Company Complaining About:** Comcast

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## **Description**

The new data cap will double my monthly bill. It will be cheaper for me to now pay the \$50 extra for unlimited data than the overage charges.

It is not fair that streaming video services like Netflix via the cable box app do not count toward your data usage. This is a simple push to get people to pay for cable in order to avoid being charged overages.

If there was any competition in my area, I would not use Comcast at all.

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[Ticket: # 1299672 - Change of contract that I did not agree to.](#)

**Date:** 11/2/2016 10:23:42 PM

**City/State/Zip:** Salinas, California 93905

**Company Complaining About:** Comcast

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## **Description**

I agreed to a contract with Comcast in August of 2016. The plan I was offered was for their Performance 25 Internet for \$39.99 for 12 months with a free upgrade for the Blast internet for 12 months. There was no limitation of data usage. Today 11/03/16 I received an email from Comcast stating that I would be placed on a limited data plan as of 11/01/16. This was 2 days after the plan was to go into place. After calling them, no one was willing to assist me in resolving my issue. I have found my contract and it states that "Comcast may rearrange, delete, add to or otherwise change programming or features or offerings contained in the Services." but it doesn't state anything about limiting my services. After calling and inquiring about the changes, I was transferred 6 times and ultimately hung up on after 1 hour and 17 minutes of patiently waiting for a resolution to my concern.

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[Ticket: # 1299685 - Re: Comcast](#)

**Date:** 11/2/2016 10:45:33 PM

**City/State/Zip:** Highland Park, Illinois 60035

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1171565 "Comcast"

I have not received a response from Comcast as of 11/2/2016.

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**Ticket: # 1299696 - New Comcast Data Cap (Washington State)**

**Date:** 11/2/2016 10:55:08 PM

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

**Company Complaining About:** Comcast

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## **Description**

In September 2016 I entered into a 2-year contract with Comcast for internet service at my residence with a download speed of 25Mbps with no data restrictions. Comcast just mandated a 1TB data cap which affects my service, including massive fees if I exceed the 1TB data cap (which I did last month by almost 600GB). Even though Comcast changed their end of the contract, I will still be on the hook for an early termination fee of over \$200 if I cancel my service early, and even then there are no other providers offering comparable internet service speeds in my area. My only other option is to shell out an additional \$50/month (which would double my monthly bill) to regain the "privilege" of not having a data cap. After contacting Comcast customer service about this, it is obvious that Comcast does not care about their consumers or the quality of the service they provide. Such business practices are completely unfair to the American consumer and are not conducive to having an open, free, and neutral internet.

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**Ticket: # 1299710 - "New Terabyte Internet Data Usage Plan"**

**Date:** 11/2/2016 11:14:53 PM

**City/State/Zip:** Eugene, Oregon 97401

**Company Complaining About:** Comcast

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## **Description**

Earlier today I received an email from Comcast with information about changes to my account and its data caps:

We're writing to let you know that we have activated a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service includes one terabyte (that's 1,024 GB) of data usage per month. With a terabyte of data you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of online games, or download 60,000 high-res photos in a month.

Comcast seems to be promoting the 1 TB limitation on my Internet service as a positive thing, when in reality it represents an unfair limitation on my online access. There are no other high speed internet providers available in my area. Comcast is the only cable internet provider, and Fiber access is incredibly limited to very select areas. This leaves Comcast as my only option for broadband Internet access. Thus, I effectively have no choice but to accept this new data cap, as well as the potential charges that come along with it.

Broadband Internet access is a key public utility, and when companies such as Comcast participate in price gouging in this manner, they are limiting the ability of Americans across the nation to access it. Internet infrastructure is based on bandwidth - the total amount of data has no effect on their capacity, only the total amount of bandwidth used. That's why until lately internet has always been sold by price per bandwidth and never had data caps, because it never cost them more to give you more data, it only costs more for a faster data rate.

These caps are an easy money grab by Comcast, which is effectively a monopoly because people have no other choice and have to pay them, and they try to shove outdated tech down your throat at the same time because again since they're a monopoly they can make terrible business decisions and still be profitable because there is no competition.

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**Ticket: # 1299713 - Data caps**

**Date:** 11/2/2016 11:22:15 PM

**City/State/Zip:** Lafayette, Indiana 47905

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently begun enforcing 1TB data caps in my area, and I am current subjected to them. There is absolutely no technical need for data caps and is only used as a ploy to scam more money from customers who are already paying exorbitant fees for slow and poor service and to make up for lost revenue from cord cutters. Their argument that most people do not hit the cap only suggests that they will be lowering the cap eventually so they can promote their \$50/month unlimited more easily. This is bound to happen as video and audio streaming services become more advanced and consumer devices begin rolling out to support, e.g., 4K streaming and other high quality content.

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[Ticket: # 1299722 - Data caps](#)

**Date:** 11/2/2016 11:47:45 PM

**City/State/Zip:** Tavares, Florida 32778

**Company Complaining About:** Comcast

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## **Description**

Implementing data caps on home internet which was not part of the deal when I signed up.

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**Ticket: # 1299731 - Comcast "Terabyte Internet Data Usage Plan"**

**Date:** 11/3/2016 12:02:03 AM

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

**Company Complaining About:** Comcast

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### **Description**

I received an email from Comcast this afternoon (11/2) with no warning, letting me know that my XFINITY internet service is now data capped at 1 terabyte per month, effective 11/1, with penalties of up to \$200/month for exceeding 1 terabyte of data. Visiting the Comcast website, there is no way to opt out of the "Data Usage Plan," even though this is not what I signed on for when I chose Comcast as my internet service provider. This is outrageous, as Comcast has a near-monopoly on internet service in much of the U.S. It's time to regulate these companies further, especially as internet access has become essential for daily life for much of the world's population.

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**Ticket: # 1299747 - Xfinity Comcast Imposes Data Usage Based Fee Despite signing contract**

**Date:** 11/3/2016 12:31:39 AM

**City/State/Zip:** Houston, Texas 77008

**Company Complaining About:** Comcast

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**Description**

I signed up with Comcast Xfinity 3 months ago and signed a contract stating that my price was guaranteed. They have now informed me that as of November 1, they would begin charging me if I use more than 1TB of internet. This violates not only the contract of a guaranteed price (they claim that the extra cost is a "Fee" and that fees can be added despite having a price guarantee). Also, This has to clearly violate Net Neutrality. They are limiting the amount of internet I can receive for the price that I pay. I have tried calling them and they can not provide me with an explanation of why this has been imposed and they are unable to even explain what that means to me in technical terms. Their phone support and email support can not explain to me what 1TB is or what that even means, they just say that it is what it is. This practice should be illegal and has to stop, they have already been fined multiple times by the FCC, they just do whatever they want to get more money. The only reason they are doing this is so that people will not subscribe to streaming television services, this has to also violate free trade agreements as well. Their television service is IPTV which goes through the internet, but their TV service is not counted as part of the cap, which is in clear violation of the Net Neutrality act.

Not only that, they only informed me one week prior to the implementation of this that it would be taking place.

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[Ticket: # 1299802 - Comcast Terabyte Internet Data Usage Plan](#)

**Date:** 11/3/2016 4:33:20 AM

**City/State/Zip:** Woodinville, Washington 98072

**Company Complaining About:** Comcast

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### **Description**

Comcast has out of the blue imposed a data cap on my internet. This is a monopoly. I don't have another option at my house.

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**Ticket: # 1299899 - Data limits****Date:** 11/3/2016 9:11:07 AM**City/State/Zip:** Fort Wayne, Indiana 46814**Company Complaining About:** Comcast

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**Description**

Yesterday, November 2nd 2016, around 3 PM EST, I received an email from Comcast, notifying me that, effective November 1st 2016, there was a 1024 Gigabyte "data plan" for my account, per month. Should I exceed this limit, Comcast stated that I would have to pay an extra \$10 per 50 Gigabytes. This is unacceptable for several reasons.

Comcast has decided to put arbitrary financial limits upon customers who use what they have already paid for. I paid for a 150 megabit per second internet connection, which means that I paid for nearly 50 terabytes per month. Comcast is now saying that I can only have 2% of what I paid for, and if I exceed this, I will have to pay an additional \$10 for every .1% of the data I already paid for. This means that if I want to fully utilize the connection I paid for, Comcast would add a ~\$9,800 fee to my cable bill.

Let's look at this from another angle. 1TB/month = ~3mbps when fully utilized. The lowest speed Comcast offers in my area is 10mbps, because anything slower is practically unusable. Even at that low speed, I wouldn't be getting close to the full use of the connection I paid for. In fact, I would be getting under a third of the full utilization of that connection.

I paid for my internet connection like I did for my cable and my phone. I am paying for an always-on uplink, not for a certain number of minutes or a certain amount of data. With Comcast's so-called "data plans," I am limited to about a day of full internet connectivity before I start having to pay more. If Comcast tried pulling this with cable or telephone, it would never fly, but somehow they are expecting it to work with the internet, which they are financially limiting access to.

FCC, please take action to stop this madness. I'm no longer getting everything I paid for.

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[Ticket: # 1299909 - Comcast 1TB capping.](#)

**Date:** 11/3/2016 9:17:34 AM

**City/State/Zip:** Bright, Indiana 47025

**Company Complaining About:** Comcast

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## **Description**

Comcast just recently pushed 1TB data caps in my area and figuratively tried to shove a pile of shit down my throat.

Comcast, as well as many other cable companies, are the scum of our nation. The thing is, what was supposed to be a utility has become a money grab trying to charge more to provide less, going so far as intentionally hindering progress and claiming it helps the customers.

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**Ticket: # 1299965 - Comcast 1TB Limit**

**Date:** 11/3/2016 10:06:18 AM

**City/State/Zip:** Dearborn Heights, Michigan 48125

**Company Complaining About:** Comcast

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## **Description**

Hello, Comcast has sent notification to me that they are enacting a data cap of 1TB <https://dataplan.xfinity.com/> . While this may seem like a lot, with 4k content (A Sony rep has said that a single two-hour movie download will eat up 40GB), big downloadable updates (computers / phones), etc this will quickly become and issue for many users. Comcast has said this isn't about cord cutters, but is exempting their services from the data cap which seems quite contradictory and setting the stage for unfair monopolies given their position. This is clearly a contradiction and should not be allowed nor should there be a cap as I signed up for their services without a cap. At worst, the same way ATT/Verizon/etc have to allow current users to be grandfathered in, the same way they should have to at a minimum do the same for existing customers. They should be investigated and any fines levied in the event they've violated any rules which it seems they have.

This also stifles innovation, sharing, and the economic benefits we get as a result of cap-freedom. Cell phone companies are reaping in huge money as a result of this and the cable companies want in on this as they realize cord cutting is real. They have also openly said that there is no engineering reasons why these new caps exist as the infrastructure can easily handle it and are purely for profit. Please do the right thing here and set a prescience for current and future generations to not be limited because of a decision you can help stop today.

Comcast's does not pay more when we use more data yet they are charging customers for an invisble glass ceiling. Please do the research and stop this maddness.

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[Ticket: # 1300096 - Comcast data caps](#)

**Date:** 11/3/2016 11:10:51 AM

**City/State/Zip:** Oregon City, Oregon 97045

**Company Complaining About:** Comcast

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## **Description**

Data caps will bring a lot of issues to consumers such as high cost internet usage, limiting what apps to use because of high gig usage, and other unfair issues.

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[Ticket: # 1300212 - Comcast Data Cap](#)

**Date:** 11/3/2016 12:09:08 PM

**City/State/Zip:** Tacoma, Washington 98403

**Company Complaining About:** Comcast

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## **Description**

I just got an email from Comcast that they are putting a data cap on my in home internet. I believe this is harmful to an open internet and net neutrality.

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**Ticket: # 1300276 - Comcast bandwidth cap is anti-competitive****Date:** 11/3/2016 12:34:21 PM**City/State/Zip:** Ypsilanti, Michigan 48197**Company Complaining About:** Comcast

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**Description**

Comcast has added an artificial bandwidth cap with usurious rates when exceeding them. They have effectively doubled the price of the same service. The fee structure is built to get people to decide whether to commit to a higher flat price each month (on a 12 month commitment) or gamble with their Internet usage and pay \$10/50Gb over the limit, up to \$200. If Comcast was really doing this cap in the name of service reliability, they would cap the "risky" limit at no more than the flat rate, or do as wireless providers do and reduce the speed when the cap is exceeded. This is Comcast's way of blocking me from gaining open access to competitive streaming TV content services by excessively pricing the bandwidth needed to do so. Comcast's own TV service over cable is at an unfair advantage now because watching it does not trigger the bandwidth usage.

Also, there is no way to hard limit the data to be stopped at the cap, and therefore no way to prevent overage charges. Notifications exist, but they are done in a way that is insecure, by injecting Comcast packets into my web usage, thus breaking into the content of my web sessions when they are not HTTPS. This raises concern if they are inserting other content, such as advertisements or illegal tracking tokens to use for advertising sales.

Additionally, a colleague of mine inquired about getting an alternative offer to the newly-added AT&T Gigapower service to the area. The agent indicated that, because there was no AT&T competition at the address, that no additional pricing offers were available. That Comcast uses pricing that is based on competition and keeps prices high when there is no competition reeks of monopoly behavior.

This is unacceptable behavior for a service provider that gives access to a critical resource such as the Internet. Artificial caps for anti-competitive gains and price gouging for overages making the use of the Internet both cost prohibitive and reduce the effectiveness of the ubiquitous vehicle of free speech.

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[Ticket: # 1300512 - Comcast is imposing data caps](#)

**Date:** 11/3/2016 1:58:23 PM

**City/State/Zip:** Oak Park, Michigan 48327

**Company Complaining About:** Comcast

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## **Description**

It appears that Comcast has decided that they will charge more for customers using data over the data cap. This seems to be just a cash grab, as now they offer an unlimited plan which costs double per month, and if you decide against an unlimited plan you will pay fees for going over. Many studies have shown that data itself costs comcast virtually nothing once lines have been installed, and it seems they are taking full advantage of being a monopoly in my area (and many other areas). Since other providers are not an option, it's disgusting to charge more for the same exact plan. Something needs to be done to prevent this; break down their monopoly, or impose restrictions on what they are allowed to charge and stop them from increasing price without higher cost.

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**Ticket: # 1300548 - Xfinity Discrimination on Data****Date:** 11/3/2016 2:11:42 PM**City/State/Zip:** Magna, Utah 84044**Company Complaining About:** Comcast

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**Description**

Utah recently was added to Xfinity's Data Cap List. However if you subscribe to their TV and stream their content it is not counted toward your Data Cap usage. I believe this violates Net Neutrality Rules. How can they say one type of data is capped but other type of data is not. Is this not the same thing as charging certain types of data a surcharge thus discriminating on the data. Also the cap itself should be stopped. They have been clear on why they have implemented these caps. To stop Internet uses from streaming content they don't own thus can't make as much money on there content and since they can't they are passing that cost onto internet users by adding caps and then saying we will charge you more if you go over. The internet should be separated from content owners. We should not be held hostage by Internet Providers because people are opting for other content they don't own, also Most area's don't have more than one or two options for internet locking the consumer into these absurd rules with no where else to go. Please help us stop these data caps before they get out of control.

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**Ticket: # 1300568 - Internet Usage Data Cap: Comcast**

**Date:** 11/3/2016 2:17:33 PM

**City/State/Zip:** Tallahassee, Florida 32303

**Company Complaining About:** Comcast

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## **Description**

Hello,

I signed up for Comcast Internet which included unlimited usage with no data cap. I was just informed that effective Nov. 1, 2016, that Comcast will no longer honor this commitment and intends to limit my internet to 1 TB per month.

Comcast has a monopoly in my current location (Tallahassee, FL) as far as decent internet is concerned, and because of their monopolistic position there are no alternatives available to me for this vital service.

I strongly encourage the FCC to use their Title II powers to prevent Comcast from using their monopoly to limit innovation and growth on the Internet.

Title II was successfully used in the past to prevent companies like AT&T from restricting vital services such as communication services and phone services.

The use of the Internet is as ingrained in our lives as electricity, water, and phone services were for past generations, and if Comcast or other carriers refuse to play fair they should be held to the Common Carrier regulations set forth in Title II.

Even in the attached letter, Comcast "offers" unlimited data for an additional \$50, showing that they are more than able to provide the services that I initially signed up for.

This act is nothing short of a bait and switch at best, refusing to provide the services that I initially purchased at the price that they guaranteed. At worst, it is an attempt to limit the growth of content providers on the Internet to benefit Comcast and their wholly owned content providers and Cable TV offerings. This is a clear violation of the letter and spirit of Net Neutrality and Comcast's attempt to bypass the FCC's rulings to provide an open Internet.

I implore the FCC to not allow Comcast to continue to stifle innovation and attempt to use their monopolistic position to unfairly prejudice competitors of their content offerings.

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[Ticket: # 1300811 - Xfinity Data Cap](#)

**Date:** 11/3/2016 3:44:29 PM

**City/State/Zip:** Stuart, Florida 34997

**Company Complaining About:** Comcast

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## Description

[REDACTED]

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[Ticket: # 1300812 - data cap](#)

**Date:** 11/3/2016 3:44:43 PM

**City/State/Zip:** Palm Beach Gardens, Florida 33418

**Company Complaining About:** Comcast

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## **Description**

Comcast is again expanding its anti-consumer data cap into my area amongst many millions other unfortunate people. None of us have a choice as to who are ISP will be due to their unnatural regional monopolies. Thus comcast is able to continually raise their rates ie my bill has increased over 10% just in the last 6 months, and further extort more money now through artificial data caps that serve no purpose other than punish customers not fitting their desired model. To add to this with the new data cap I am expected to pay literally 100% more than to get the same already overpriced service. The data caps are terrible for business and will be a bottleneck that will cripple future of innovation. Do your job and protect the citizens against predatory corporations.

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[Ticket: # 1300817 - data caps](#)

**Date:** 11/3/2016 3:46:08 PM

**City/State/Zip:** Palm Beach Gardens, Florida 33418

**Company Complaining About:** Comcast

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## **Description**

Comcast is again expanding its anti-consumer data cap into my area amongst many millions other unfortunate people. None of us have a choice as to who are ISP will be due to their unnatural regional monopolies. Thus comcast is able to continually raise their rates ie my bill has increased over 10% just in the last 6 months, and further extort more money now through artificial data caps that serve no purpose other than punish customers not fitting their desired model. The data caps are terrible for business and the future of innovation in this country and need to be banned. Do your job and protect the citizens against predatory corporations.

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[Ticket: # 1301042 - Comcast data caps and fair usage.](#)

**Date:** 11/3/2016 5:24:23 PM

**City/State/Zip:** Puyallup, Washington 98373

**Company Complaining About:** Comcast

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## Description

As a citizen that works from home, I use more than the 1TB Comcast data cap often enough where I now have to worry about OVERAGES for using the Internet. In 2016. Their justification is fair usage-- those who use more should pay more. Yet Comcast offers streaming services that don't count toward your data cap? How is that fair? Essentially you only get penalized for not giving Comcast your money to use their streaming services. So either give Comcast your money or give Comcast your money? It's absurd.

I don't want to be locked in to Comcast but unfortunately they're the ONLY provider I have access to. I feel so burdened that Comcast is squeezing \$80 a month out of me for a paltry 70MB/s (I feel like this is a third world Internet deal and I live in a major city south of Seattle) and want to squeeze another \$50/month out of me for unlimited Internet usage so I can WORK. It's crazy. I can't believe data caps and un-fair usage of Comcast entertainment to circumvent data caps is actually a thing and the FCC hasn't commented on any of it.

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**Ticket: # 1301318 - Comcast data caps**

**Date:** 11/3/2016 7:55:14 PM

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

**Company Complaining About:** Comcast

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### **Description**

I was just informed that Comcast will be placing a 1TB data cap on my account. I do not have any other options for high speed home Internet. If I had viable alternatives, I certainly would choose another provider without data caps and better pricing.

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[Ticket: # 1301423 - Comcast](#)

**Date:** 11/3/2016 9:11:08 PM

**City/State/Zip:** West Jordan, Utah 84088

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are unjust and anti consumer. They are essentially a monopoly in my area. They leave me with no other viable options butt to accept the new caps which may prove extremely problematic in the future. Please do not allow them to impose this arbitrary data caps on consumers.

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[Ticket: # 1301447 - Data Cap](#)

**Date:** 11/3/2016 9:27:13 PM

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

**Company Complaining About:** Comcast

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## **Description**

The data cap is unacceptable. We have 4 people in our family and between school, work and fun we could blow through it in 24-48 hours. We already pay so much for internet that it should be unlimited. This needs to be fixed or my family should be locked in with unlimited.

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**Ticket: # 1301459 - Internet data cap**

**Date:** 11/3/2016 9:37:29 PM

**City/State/Zip:** Ypsilanti, Michigan 48197

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely, [REDACTED]

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[Ticket: # 1301485 - Net Neutrality and 1TB Plan](#)

**Date:** 11/3/2016 9:56:21 PM

**City/State/Zip:** Newark, California 94560

**Company Complaining About:** Comcast

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## **Description**

I have a 1TB cap on my internet

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**Ticket: # 1301490 - Data caps and messages**

**Date:** 11/3/2016 10:01:11 PM

**City/State/Zip:** Southfield, Minnesota 48075

**Company Complaining About:** Comcast

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## **Description**

I have two problems with the new Data Caps forced on comcast customers in my area (southeast Michigan)

1) if classified as a utility (which it needs to be), how is it sensible that a provider can simply put a limit on the service you're paying for? What they provide (data) costs no more in large amounts than it does in small. It's not a consumable and it makes no sense.

2) They are inserting messages about data usage into my web browsing. How is this legal? How is this controlled? How much longer until someone pays them to insert advertisements or propaganda. I pay to browse the pages I want to look at. They shouldn't be allowed to alter my web experience.

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[Ticket: # 1301498 - Comcast Data cap in Denver, CO greater area](#)

**Date:** 11/3/2016 10:10:24 PM

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

**Company Complaining About:** Comcast

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## **Description**

This is an absolute abuse of power. Comcast has absolutely no right to place caps on data and charge us for using more. It does not cost them any more money for people to use more data. This is a violation of what is now a basic human right.

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**Ticket: # 1301500 - Comcast Data Cap**

**Date:** 11/3/2016 10:10:42 PM

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

**Company Complaining About:** Comcast

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**Description**

With how technology is today, it is insane to put a data cap on internet usage.

Limiting 4K video use

Comcast exempting their own content services from data caps

Stifling downloads of purchased games and applications

Stifling downloads of software security updates

Forcing consumers into more expensive "business-only" options which stifles use of VPNs, video conferencing for business uses

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**Ticket: # 1301532 - Comcast Internet caps**

**Date:** 11/3/2016 10:54:53 PM

**City/State/Zip:** Byron Center, Michigan 49315

**Company Complaining About:** Comcast

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## **Description**

Comcast suddenly decided to cap my internet at about 1 terabyte. We have no other options available for high speed internet at our house. Comcast clearly is flexing their monopolistic muscles, and there's nothing we or most others can do because they are the only option for high speed internet. Although the value of the service we've been paying for has decreased, the monthly cost certainly has not. Of course, now Comcast offers services that compete with those that would otherwise benefit from not having data caps, like on demand programming. This sort of anti-competitive behavior goes against the principles of a free market, and I find it unfair and distasteful.

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**Ticket: # 1301569 - Comcast Data Cap**

**Date:** 11/3/2016 11:27:15 PM

**City/State/Zip:** Sacramento, California 95835

**Company Complaining About:** Comcast

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**Description**

On Oct 30th., I received an email from Comcast, telling me that a cap would be placed on my monthly internet data allowed. This cap went into affect on Nov 1. If my housemates and I use beyond this cap, we are charged \$200, plus \$50 per 10 GB.

This cap constitutes a dangerous challenge to net neutrality, as it deincentiveizes my use of Comcast's competitors beyond internet service. For example, this cap keeps me from watching TV online through services like Netflix, Hulu or Amazon. In turn, this essentially allows Comcast to control the cost of their competitors services, pressing people like me to buy their cable TV service.

Additionally, the introduction of a data cap is a step towards non-counted data. Comcast could decree, for example, that one particular news site does not count towards the monthly cap, effectively controlling where their customers get news.

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**Ticket: # 1301577 - Comcast National Data Caps**

**Date:** 11/3/2016 11:48:02 PM

**City/State/Zip:** Renton, Washington 98058

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are a clear violation of net neutrality. The data cap does not provide an extra service to the consumer, and only serves to limit the bleed of customers who are moving to online services in favor of Comcast/Xfinity. Not only is Comcast negatively impacting private customers, but schools and other educational institutions must now pay extra for a service that they were already getting. Also, with the advent of 4K streaming and the popularity of online entertainment, Comcast is attempting to stifle the market before it grows any further. This is an anti-competitive practice because Comcast holds the only internet solution in many markets in the US.

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**Ticket: # 1301605 - Comcast data cap**

**Date:** 11/4/2016 12:19:15 AM

**City/State/Zip:** Pingree Grove, Illinois 60140

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted 1 TB limit data caps in my state of Illinois as well as other states. In a house hold of four, we have reached that cap twice now since Comcast has begun this program only a few short months ago.

If Comcast is going to charge me based on a meter then I need a mechanism to trust that meter. So I'm asking the FCC to create and deploy technology that allows for regulation and oversight over meters.

Given Comcasts negative history when dealing with shady price hikes and fees, I have a lack of trust when it comes to Comcast monitoring my actual data usage. With little other options, we rely on you the FCC to do what's best for the consumer.

Thank you

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**Ticket: # 1301609 - Comcast Internet Data Usage Plan**

**Date:** 11/4/2016 12:26:12 AM

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

**Company Complaining About:** Comcast

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## **Description**

Effective November 1, 2016, Comcast introduced a new policy for my Xfinity Internet connection that introduces a cap on how much data can be carried through my connection before having to pay additional fees. I have attached a copy of the email announcing the policy change, and they say that more information is available <http://dataplan.xfinity.com/> if you are interested in seeing the details.

Basically, they will only allow me to utilize up to 1 Terabyte of data transfer through my connection before I am charged additional fees. When I use more than 1TB of data, for each additional 50 Gigabytes of data that I use Comcast will charge me a further \$10. These limits are imposed monthly, and may make my charges rise to as high as a \$200/month maximum, depending upon how much I exceed 1TB by.

I am awestruck by the greed that Comcast is displaying by capping the amount of data I can use with my connection before owing them more money. It is unconscionable that they do this to consumers.

Other data plans in our lives also have caps and overages, such as the mobile data provided by my wireless phone carrier, and consumers are often told, 'If you want to avoid mobile data usage, simply use your phone/tablet/etc. on a WiFi connection, like at your home.' But now my home Internet connection will have limitations around how much data I can use before additional fees are incurred as well! What are consumers supposed to do? Is any connection to the Internet 'safe' from interference anymore?

I'm willing to state that the Internet is the greatest invention in the history of mankind. It brings such wonderful opportunity that I think it should be available to every household in the US. Clearly it is a negative thing to raise prices on data usage for a home's Internet connection. This could easily influence Americans to question their Internet usage, and have to place self-imposed limits on what they use the Internet for, all because Comcast placed an initial limit on them.

Furthermore, in my case specifically: I have multiple people in the household, and according to Comcast's own records that they have shared with me, my Internet connection's usage has exceeded 1TB in prior months. So, under Comcast's new policy, I will be liable for increased connectivity charges should this sort of usage happen again in the future.

Of special note in my case is that I am under a 12-month contract with Comcast. I agreed to the year-long contract to receive a slightly lower price on my connection. The main provision of the contract is that I face an early termination fee to be assessed by Comcast if I choose to end my relationship with them before the contract expiry date. I question the legality or their ability to alter the terms of the agreement I have in place with them during the contract period. Is it truly possible for them to now have a cap on how much data I can use before being charged more when we had an agreement for one year of a specific service? If so, that makes no sense. If they can alter my service so wildly while I have an active contract, what was to stop them from -- on day 1 of our agreement

period -- saying they were going to begin charging me double? Or triple? The agreement I have with them seems completely invalid and worthless if they can modify the parameters of the Internet connection I agreed to, without any recourse on my part. I do not understand how Comcast can be allowed to do such a thing.

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**Ticket: # 1301621 - Comcast Internet Data Caps**

**Date:** 11/4/2016 1:05:22 AM

**City/State/Zip:** Sacramento, California 95815

**Company Complaining About:** Comcast

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**Description**

I am writing to complain about the recent enforcement of Comcast internet data plans. Not only did I sign up for a two year contract 4 months ago for unlimited internet, this business practice is extremely unfair and unjust. I will not accept Comcast nickel and diming me for every cent I have. We are cord cutters and stream all the content across our household.

Comcast claims that this change is to help share bandwidth among there customers without proof in the year 2016 where fiber and 10gigabit internet are at there lowest prices ever. This is absurd and abhorrent from Comcast and I believe they are trying circumvent the net neutrality rules put forth by your organization to force businesses like Netflix, Hulu, and other services to lose customers and force users to cable TV subscriptions.

I respectfully request the FCC do something about this and end this archaic disgusting practice. I know people do not want this, but we have no other options or avenues to turn to.

Thank you.

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[Ticket: # 1301635 - Comcast's new data cap is completely ridiculous.](#)

**Date:** 11/4/2016 1:45:58 AM

**City/State/Zip:** Hayward, California 94544

**Company Complaining About:** Comcast

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## **Description**

Comcast's new 1Tb / Month data cap is completely ridiculous and puts a massive constraint on the way the population uses the internet. Doing things like backing up your data to the cloud, streaming movies with your family, and even doing research for school has all become a paranoid endeavor. Constantly having to wonder how your are using the internet is going to affect your bank account and financial well being is taking away the freedom of the internet that people have come to enjoy and expect.

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**Ticket: # 1301640 - Comcast Data Caps**

**Date:** 11/4/2016 2:11:16 AM

**City/State/Zip:** Pueblo, Colorado 81005

**Company Complaining About:** Comcast

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### **Description**

Comcast currently has employed a 1000 gig data cap per month. This is clearly a grab at profit and does not service anything for the company. Please make them remove the data cap, this is awful. Already Comcast has a monopoly over my area in terms of high speed internet services, and we have no alternative option for an Internet Provider.

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[Ticket: # 1301648 - Comcast data caps cannot be accepted...](#)

**Date:** 11/4/2016 2:31:08 AM

**City/State/Zip:** Denver, Colorado 80220

**Company Complaining About:** Comcast

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## **Description**

Comcast has a monopoly in most places, and their new data cap rules are completely insane. They are trying to basically control how people use the internet. They are limiting 4K video use, exempting their own content services from data caps, stifling downloads of purchased games and applications, stifling downloads of software security updates, forcing consumers into more expensive "business-only" options which stifles use of VPNs, video conferencing for business uses, and much more. This cannot and should not be accepted when for many people, it's the only option.

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**Ticket: # 1301652 - Comcast Data Caps**

**Date:** 11/4/2016 3:03:36 AM

**City/State/Zip:** Fridley, Minnesota 55432

**Company Complaining About:** Comcast

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## **Description**

I work from home and download/upload a lot of data ontop of having a server with test systems that my co-workers can remote into for QA purposes. The past few months I have used over 1tb of data very regularly and I can't afford the extra \$50/Mo to get the service I had just a week ago. These data caps are simply unfair and serve no purpose but to manipulate more money out of the customer's pocket. I have no other options aside from Comcast and the only fix I was offered was pay more or even buy cable TV through them. I can't afford business class let alone the \$50 extra fee. Data caps should not be legal, they hurt those that work from home and are completely against net neutrality and free internet.

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**Ticket: # 1301841 - Comcast internet data caps. aka blatant money grab.**

**Date:** 11/4/2016 9:49:59 AM

**City/State/Zip:** Crystal, Minnesota 55428

**Company Complaining About:** Comcast

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## **Description**

Comcast, or Comcrap if you will is implementing data caps as though the internet was a finite resource that we can run out of. Amazingly these data caps are rolling out in areas where Comcast has no market competition. Here are a few flaws in there "logic" aka reasons they are screwing their customer base to make more profit.

If you're a Comcast customer that's now under a 1tb cap:

They say less than 1% of users will be impacted, so then why implement it at all?

How can you trust their "meters" when there's not a neutral 'weights and measures' type outfit to verify accuracy? They want to charge me for going over on data yet I am also supposed to blindly accept their metering of my internet service rather than a impartial 3rd part of the FCC itself. This is a company that charged me for a modem i did not have for 3 months. I literally called their cancellation department to cancel their service before the modem charges were removed from my account, and this is nowhere near a isolated incident. <http://time.com/money/4209556/comcast-modem-fees-ripcoff/>  
<http://www.dslreports.com/forum/r29285736-Bill-Comcast-charging-for-unused-modem-I-own>  
[https://www.reddit.com/r/Seattle/comments/1yb3se/followup\\_comcast\\_charged\\_me\\_800\\_for\\_modem\\_rental/](https://www.reddit.com/r/Seattle/comments/1yb3se/followup_comcast_charged_me_800_for_modem_rental/)

Why don't I get a discount on my internet for using less? I pay based on usage for other metered utilities. Only seems fair to have that go both ways. If they're trying to punish people for using tons of data, then I should be rewarded for staying well below their cap.

The politicians that are getting paid by Comcast and their ilk to block fair and neutral internet processes should be removed from office. Everyone who is for caps and think Net neutrality is a bad thing are also people who have never had to apply for a job. Seriously try applying to a job without the internet. Try signing up for health care. The internet has become a necessity, There is a line to use the free internet access at my public library. You sign up for a time slot, and come back when it is your turn.

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**Ticket: # 1301850 - 1TB cap from Comcast**

**Date:** 11/4/2016 9:55:58 AM

**City/State/Zip:** Muskegon, Michigan 49444

**Company Complaining About:** Comcast

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### **Description**

As of 11/1/2016 Comcast has imposed a 1TB data cap on my account and threatens of extreme overage charges if the cap is passed. I have been a comcast customer for quite a while and never worried about such a thing. However as I look into my usage over the last year I am alarmed to find that I have in fact exceeded that cap frequently if not almost every month. These overage charges are ridiculous in nature and just another way for Comcast to milk the life from it's customers. I feel as if there were equal competition to Comcast in our area comcast would play/bill more responsibly with it's customers.

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**Ticket: # 1302076 - Comcast data caps**

**Date:** 11/4/2016 11:31:57 AM

**City/State/Zip:** Golden Valley, Minnesota 55427

**Company Complaining About:** Comcast

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## **Description**

My Internet connection is through Comcast. They have recently imposed a 1TB data cap on my Internet connection. There is literally no advantage for Comcast to do this. This is a desperation move by Comcast and only serves to artificially pad their bottom line.

They hold their customers captive and attempt to restrict customers from bailing to OTT service providers such as Sling or PlayStation VUE. They are restricting competition and consumer behavior. Service providers should not be allowed to limit or charge extra for the amount of data used.

Comcast has too much control over consumers. The FCC has the power to step in and do the right thing.

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**Ticket: # 1302087 - Comcast Data Caps**

**Date:** 11/4/2016 11:36:42 AM

**City/State/Zip:** Hobart, Indiana 46342

**Company Complaining About:** Comcast

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## **Description**

These data caps are unnecessary and being used to prey on people cord cutting. I did not agree to this and this wasn't part of my service when I became a customer. This is very frustrating especially when living in an area with no other alternatives to Comcast. They hold monopolies in certain areas and can force whatever they want on people and there is no recourse for consumers. Also when filing this complaint I was also in a live chat with a Comcast representative complaining about these data caps. Instead of answering any questions he immediately disabled my personal modem, not their equipment, and severed my internet connection along with our conversation, forcing me to call to find out why my internet suddenly stopped working.

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[Ticket: # 1302114 - Data Caps](#)

**Date:** 11/4/2016 11:47:26 AM

**City/State/Zip:** Newark, Delaware 19713

**Company Complaining About:** Comcast

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## **Description**

Data caps restrict access to a basic utility. It is necessary for education and work.

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**Ticket: # 1302212 - Comcast data Meter is not showing accurate reading**

**Date:** 11/4/2016 12:29:40 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast now has put this area under a data cap of 1TB a month. My problem is that their data meter from their site does not show real time usage. They have a disclaimer that their meter may not display as much as 24 hours on what it is showing. Comcast needs to display accurate information so users can monitor their usage.

By having Comcast meter running 24 hours behind makes it very difficult, if not impossible, to check the accuracy of their meter with your own or to monitor your usage. The FCC needs to take action on this and protect the consumers from unfair practices. If you pay for gas, you expect the meter to be accurate and give you real time information. Why does this principle of "fairness" apply to Comcast?

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**Ticket: # 1302300 - Comcast's new data cap in Washington State.**

**Date:** 11/4/2016 12:56:05 PM

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

**Company Complaining About:** Comcast

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## Description

Hello FCC,

I'd like to raise my concerns about the newly imposed data cap Comcast has recently implemented in Washington state. I have no way to opt out of this new cap, Comcast has changed the contract that I agreed to and my only options to restore the service I had are to pay a \$50/month fee (which would nearly double my monthly cost).

Here are my main concerns with this new policy.

In the email Comcast sent letting me know about the 1TB cap they say less than 1% of people use more than 1TB per month. If so few customers would be impacted by this why do they feel the need to limit the usage at all? I believe they are trying to penalize people who use services that compete with Comcast's TV service (Netflix, Hulu, etc) these services use bandwidth. For example Netflix has this guide to how much data one hour of video uses per quality setting:

<https://help.netflix.com/en/node/87> UHD (4k) video streamed from Netflix uses roughly 7GB of data per hour. That is just 146 hours of video before one would reach that cap.

At my current speed package with comcast (250Mb/s) that is just over 1 hour of full bandwidth before I reach the 1TB limit. Don't worry I can double my price for unlimited speed, which is exactly what I had before the cap was implemented, unlimited speed. This is a very short amount of time, considering I have 1 full month to use this data. What is the point of paying comcast for fast internet if the reality is you can only use that full speed for 1 hour in a month's billing period? That is insane.

If Comcast is metering my usage and charging me more based on how much I use, who is verifying the meters are accurate? Usually if a product is metered (gasoline for example) there is an impartial agency (weights and measures) that verifies the amount metered is accurate. Comcast has no check like this in place. What is stopping comcast from double or triple counting my usage and charging me a fee, up to \$200 in a month without anyone checking the math. There are many people who have expressed concerns that the metering Comcast is doing is not accurate

<https://www.dslreports.com/forum/r31050103-Caps-Internet-Consumption-Meter-Will-it-work-come-November>

If Comcast is charging me for using more, why don't I pay less for using less? If the reason for the data cap is to get those who use the most to pay for that usage, then those who use less shouldn't have to pay for the usage they don't use. The reason this isn't an option is comcast is not being honest as to why they are doing this. It is to punish people who choose services like Netflix over Comcast television in order to keep the declining cable tv subscriptions. Very anti competitive. Comcast hasn't implemented data caps in areas where actual competition exists, only in areas where they have monopolies in those markets. For me, the next best option for internet is dial up or one of the cell phone based providers. There is nothing that comes even close to what Comcast offers. This indicates that Comcast knows the policies are unpopular and given the option of staying with Comcast and dealing with data caps or going to another ISP without data caps Comcast will likely lose customers.

This is tangentially related to Data Caps. Comcast says in the email that I got “ If you approach, reach or exceed one terabyte of data usage, we will send you a courtesy "in-browser" notice as well as an email.” this is very concerning for me. This means comcast will intercept my communications and alter the information coming to me from various websites in order to notify me. If this isn't illegal it should be, at the very least this should be highly concerning to people. Comcast is not only paying attention to what information is coming and going between me and the internet, they are altering that information. Who is to say that they aren't altering this communication in order to make complaints about them more positive. It is a troubling practice, and given Comcast's reputation I don't trust them to do the correct thing with the data I am sending to the internet.

I would love to switch to another company, but I have no other realistic option. Comcast is taking advantage of the monopoly that they advocated for, lobbied to create and protect with legal actions they can afford but those fighting against them cannot, in order to push policies and practices unfavorable to consumers. They don't push the same policies in markets where real competition exists.

Now Comcast is asking to merge with Time Warner cable. The effect will be a larger company controlling most of the home broadband market in the US. Given the already troubling actions that Comcast engages in when they hold local Monopolies giving them control of more of the markets, and making that control more exclusive, is a step in the wrong direction. Please oppose and fight such a merger with great effort.

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**Ticket: # 1302405 - Comcast Data Caps**

**Date:** 11/4/2016 1:26:40 PM

**City/State/Zip:** Lisbon, Connecticut 06351

**Company Complaining About:** Comcast

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## **Description**

Greetings and thank you for your consideration. I'm writing today to express my concern of Comcast's expansion and enforcement of data caps for their broadband Internet customers. Although I am not currently subject to a data cap in my market, I see the writing on the wall and know it is only a matter of time.

The FCC has worked hard to try to ensure an open and accessible Internet for all US citizens. Data caps will certainly lead to less innovation, less Internet usage, and stifle Internet use growth.

One terabyte of data may seem like a lot to utilize in a month until you break it down for a fairly typical family. Both my wife and I are technologically savvy along with two school aged children who utilize the Internet for school work as well as entertainment. I also work in IT for an Emergency Services provider. Our lives revolve around being online. We have no less than 15 separate Internet-connected devices in our household: iPhones, iPads, Smart TVs, AppleTVs, Roku, etc. We don't watch traditional cable television preferring to stream our entertainment from services such as iTunes, Netflix, Sling, and Hulu. Weekly we purchase a movie to watch as a family, and often there are several streams active at once.

I pay for Comcast's highest tier of Internet available to me; their Blast 200 plan which provides 200mbps download speeds. And even though I'm not subject to the cap, I check my usage and I go over the 1tb "limit" every month.

Comcast says that less than 10% of users use more than 1tb per month, but I'd be curious what the percentage is for those in their highest tier plans. We are already paying more for increased bandwidth, and shouldn't be forced to pay penalties for violating some arbitrary limit. I'd also be curious to see if the absence of limits leads to increased usage? If 90% don't utilize more than 1tb each month, then their lower usage should be used to offset the higher users.

I urge the FCC to strongly look into data caps, and in particular those by Comcast, and evaluate their impact on consumers. I don't recall the telephone company ever charging more for landline service if a house had teenagers and used the phone more than their neighbors.

Thank you again for your consideration, and I look forward to seeing the FCC take a strong stance on consumer protection and innovation.

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[Ticket: # 1302460 - Comcast 1TB data cap](#)

**Date:** 11/4/2016 1:44:51 PM

**City/State/Zip:** Boulder Creek, California 95006

**Company Complaining About:** Comcast

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### **Description**

Comcast's new 1 TB cap is an outrage. This artificial limit has to be stopped before people are charged more money for no reason.

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[Ticket: # 1302650 - Comcast's 1 Terabyte Data Cap](#)

**Date:** 11/4/2016 2:37:03 PM

**City/State/Zip:** Portland, Oregon 97223

**Company Complaining About:** Comcast

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## **Description**

This new cap is absolutely ridiculous and unfair. If Comcast did not have a monopoly in my area, I would immediately switch to another provider, but I have no other options.

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**Ticket: # 1302685 - Data Caps**

**Date:** 11/4/2016 2:46:40 PM

**City/State/Zip:** St Simons Island, Georgia 31522

**Company Complaining About:** Comcast

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## **Description**

When we signed up we were promised no data caps, ever. This is a breach of our contract & we have no options. The only other service provider in our area is AT&T and they have a data caps as well. It's like they have a monopoly over our internet.

My family cannot afford cable. This data cap is an attack on the streaming services we use and practices like this should be illegal. It's embarrassing. Comcast is behaving like they are doing us a favor by offering "unlimited" data for an ADDITIONAL \$50 a month. We simply can't afford that.

There is no free market here. I work from home, so in disconnecting my internet to protest these data caps, would render me unemployed.

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**Ticket: # 1302769 - Comcast 1 TB data cap**

**Date:** 11/4/2016 3:06:41 PM

**City/State/Zip:** Littleton, Colorado 80120

**Company Complaining About:** Comcast

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## **Description**

Comcast has rolled out a 1TB data cap in our area, effectively placing artificial scarcity on a non-limited resource. I'm the **ONLY ONE IN MY BUILDING** that has it! It's deliberately anticompetitive, as they are discouraging people to use Netflix and Hulu for their television, which cuts into Comcast's advertising revenue.

It's well established that Comcast and other major ISP's spread themselves out to give themselves effective monopolies over major metropolitan areas, and knowing they're the only game in town, they jack up prices whenever they feel like it. **DO NOT ALLOW THEM TO CONTINUE USING DATA CAPS TO QUELL COMPETITION!!!**

On top of that, their pricing for plans is deliberately designed to take advantage of you. they have expensive plans with fast speed (still goes down for hours at a time nightly), or cheap plans with unacceptably low speed, but nothing in the middle for people to consider if they're on a budget but need sufficient speed. I don't need speeds over 100MBps, but it's literally the only way I can get anything regarding acceptable for HD streaming. I'm paying \$100 a month for internet, and then more for cable i don't use but they force me to bundle, and extra for their modem which is necessary to use their internet!

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[Ticket: # 1302926 - Xfinity Data Caps](#)

**Date:** 11/4/2016 4:10:45 PM

**City/State/Zip:** Folsom, California 95630

**Company Complaining About:** Comcast

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## **Description**

Comcast (Xfinity) has rolled out a 1 Terabyte data cap in my state. My household streams all of our TV services and forcing us into data caps goes against net neutrality. How can we be sure Comcast is being honest in regards to their data usage?

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[Ticket: # 1302939 - Comcast Data Limit](#)

**Date:** 11/4/2016 4:17:32 PM

**City/State/Zip:** Beaverton, Oregon 97006

**Company Complaining About:** Comcast

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## **Description**

Capping my data from internet to 1tb per month.

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[Ticket: # 1303186 - Comcast limiting data usage](#)

**Date:** 11/4/2016 6:15:57 PM

**City/State/Zip:** Arvada, Colorado 80002

**Company Complaining About:** Comcast

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### **Description**

I was sent a letter regarding a new policy to limit the amount of data I use per month, charging me an exorbitant amount to have unlimited. I feel this is an infringement on the openness of the internet.

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**Ticket: # 1303256 - COX Communications Data Cap****Date:** 11/4/2016 7:03:58 PM**City/State/Zip:** Gainesville, Florida 32608**Company Complaining About:** Cox

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**Description**

I recently received notice from my ISP, COX Communications, indicating that they will be implementing data caps for all of their plans starting 11/21/2016. While their cap of 1 terabyte is nowhere near as bad as some implemented by the likes of Comcast, the fact that they felt the need to implement one at all is a concerning trend as a consumer. Implementation of data caps is an anti consumer move designed to stop the hemorrhaging of profits that ISPs are seeing as more and more people become cord cutters and stop subscribing to traditional cable TV. Data caps DO NOT ensure faster speeds and protect the consumer as many ISPs would have you believe. In a time when access to the internet has become so ubiquitous it might as well be a utility, the fact that ISPs are able to essentially price gouge like this to prop up their profits is unacceptable. Especially when these ISPs often hold a monopoly in the area leaving the consumer no choice but to comply if they want to be able to access the internet.

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**Ticket: # 1303272 - Comcast Data Caps**

**Date:** 11/4/2016 7:27:17 PM

**City/State/Zip:** Independence, Missouri 64050

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a 1tb data cap, when more and more devices and services rely on the internet itself. Myself and my Family have multiple devices that use and rely on the internet, for gaming, video streaming, and live streaming broadcasts. While we may not pay much for the service , that is the deal that was given to us by the internet provider. In a normal month we use roughly 1.5 tbs of data, of which Comcast now wants us to pay 50\$ more per month for internet service, to have \* Unlimited Data \*

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**Ticket: # 1303298 - Comcast/Xfinity**

**Date:** 11/4/2016 7:46:59 PM

**City/State/Zip:** Spokane, Washington 99207

**Company Complaining About:** Comcast

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### **Description**

A cap of 1024GB (1TB) of data is fine, however, when it shows that I have used 550GB of data in 4 days, there is something wrong. Also, when I get told several different numbers and reasons why whoever I'm speaking with can't help me, it's pathetic for a company.

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[Ticket: # 1303366 - Comcast and centurylink data limitation](#)

**Date:** 11/4/2016 8:47:59 PM

**City/State/Zip:** Portland, Oregon 97266

**Company Complaining About:** Comcast

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## **Description**

Why SE Portland area is limited to Comcast and centurylink for internet? I tried to get Fios frontier but your administration didn't allow it. WTF. Comcast and centurylink has data cap to internet and other companies aren't allowed in the area!?

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**Ticket: # 1303399 - Data cap applied to my account without informing me**

**Date:** 11/4/2016 9:19:31 PM

**City/State/Zip:** Brentwood, California 94513

**Company Complaining About:** Comcast

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## **Description**

Hello,

How are you doing? This is my first FCC complaint that I am making against Comcast / Xfinity. The reason why I am has to do with the new data caps that they are issuing to 28 new states. I happen to be in one of those new states (California). The problem that I am having is when I signed up for this internet (Years ago) I sign up for unlimited data. It did not say "Possibility of a data cap" or anything like it does now on Xfinity's internet plan page. One of the reasons why I signed up for that internet was because of the unlimited data. Now my other problem is, they never informed me of adding it. The only reason I found out was because I was looking for something else of their FAQs and found the new data cap for California. Which is effective starting November first. I then contacted Xfinity about this, and got nowhere. The person I talked to kept going back and forth saying that I do not use that much data. Although, I have brought it their attention that I do not believe their online data monitor is correct, as my router says differently. I also am starting a media company that revolves around 4k video, so my data usage will also go up substantially in the coming months.

So, in summary, I signed up for the internet with no data plan and no possibility of it. They also never informed me of Data cap.

Thank you very much for reading it, if you need more information, please just ask. I may also be making one or two more complaints against this company, as I have never received the internet speeds I pay for.

Thank you for your help!

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[Ticket: # 1303438 - Comcast Data Cap](#)

**Date:** 11/4/2016 10:06:20 PM

**City/State/Zip:** St Louis Park, Minnesota 55416

**Company Complaining About:** Comcast

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## **Description**

Comcast started "a New Terabyte Internet Data Usage Plan" in my area since November 1, 2016; Who give Comcast the authority to limit my data usage? and how is this thing even legal? Isn't this kinda action affecting Net Neutrality? the very thing Comcast promised not to break when it acquired NBC?

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[Ticket: # 1303516 - Comcast Data Capping](#)

**Date:** 11/5/2016 12:26:03 AM

**City/State/Zip:** Farmington, Utah 84025

**Company Complaining About:** Comcast

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## **Description**

Comcast is gauging customers with data capping (and the fees associated with the limitations). It is unethical, unnecessary, and because of a limit in internet service competition is hurting consumers. Research is clear that congestion has nothing to do with data capping and the extra fees associated is unethical and bad for us consumers. Something needs to change asap.

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**Ticket: # 1303537 - Comcast Internet Cap**

**Date:** 11/5/2016 1:31:36 AM

**City/State/Zip:** Tacoma, Washington 98244

**Company Complaining About:** Comcast

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**Description**

Comcast sent a notice with an unfair internet cap of 1 TB. We received the notice in early October, informing us that it would take effect November 1. This was not enough notice for us. We have a contract with the company, and this is in violation of the terms to which we agreed.

Additionally, a 1 TB cap is an unfair limit.

Finally, there is no metering -- we are forced to rely on Comcast's estimate on the data we have used. There is no oversight, no format for us to dispute potential overages. This is also a direct violation of net neutrality.

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[Ticket: # 1303539 - Mediacom datacaps](#)

**Date:** 11/5/2016 1:35:38 AM

**City/State/Zip:** Auburn, Indiana 46706

**Company Complaining About:** Mediacom

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### **Description**

Shopping for cable packages, and as usual, there are limited options in town. Mediacom only offers packages with datacaps, for exorbitant costs due to no competition.

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[Ticket: # 1303554 - Data caps](#)

**Date:** 11/5/2016 3:49:35 AM

**City/State/Zip:** Davis, California 95618

**Company Complaining About:** Comcast

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## **Description**

I do not want Comcast to have data caps.

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[Ticket: # 1303647 - Comcast data cap](#)

**Date:** 11/5/2016 11:08:33 AM

**City/State/Zip:** Auburn, Washington 98001

**Company Complaining About:** Comcast

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## **Description**

Comcast has now added data caps in my service area with the sole purpose of wringing more money out of consumers. If Comcast is worried about customers overwhelming capacity, then it should throttle down Internet speeds of heavy users rather than charge more. Instead Comcast allows customers to continue to use their service at high speed and is more than happy to charge \$200 in fees. The only reason I stay with this service is because in my area they are the only Internet option.

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[Ticket: # 1303681 - Comcast Data Cap](#)

**Date:** 11/5/2016 12:00:34 PM

**City/State/Zip:** St Augustine, Florida 32086

**Company Complaining About:** Comcast

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### **Description**

When I signed with Comcast I was not aware that they could apply a data cap without my consent. I feel this unreasonable and violates net neutrality. Enough with the money grubbing monopolies.

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[Ticket: # 1303687 - Comcast Data Cap](#)

**Date:** 11/5/2016 12:03:47 PM

**City/State/Zip:** Sugar Land, Texas 77479

**Company Complaining About:** Comcast

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## **Description**

Comcast cast start enforce data cap means we cannot freely to watch any online video and afraid pass the data limited.

This should stop it also when we signup the account they did not enforce the data cap.

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[Ticket: # 1303789 - Comcast data caps](#)

**Date:** 11/5/2016 2:21:35 PM

**City/State/Zip:** Fremont, California 94539

**Company Complaining About:** Comcast

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## **Description**

My family no longer primarily uses cable TV and instead streams most of our content, there are 4 of us streaming HD video every day on our connected devices, couple that with Voice over IP (VoIP), online games, downloading software, etc. and the data usage for our household can add up. We shouldn't have to pay an extra 50 dollars a month for unlimited data when we are already paying for a specific speed tier. Compared to other countries we have slower internet and pay more for it, if we add caps then we are only holding ourselves back compared to the rest of the world.

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[Ticket: # 1303897 - Comcast Now Has Data Caps on Internet Service](#)

**Date:** 11/5/2016 4:15:59 PM

**City/State/Zip:** San Jose, California 95128

**Company Complaining About:** Comcast

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### **Description**

Comcast recently imposed a data cap on what was previously an unlimited plan. This violates net neutrality and they need to stop this practice.

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**Ticket: # 1303907 - Comcast Data Caps in Monopoly areas**

**Date:** 11/5/2016 4:28:21 PM

**City/State/Zip:** Chico, California 95926

**Company Complaining About:** Comcast

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**Description**

Comcast has begun rolling out data caps in areas where they have a monopoly and areas where the competition (such as AT&T) also imposes data caps. This stifles creativity and access to an open internet. This also discourages replacing cable TV with streaming services such as Netflix, Playstation Vue, and Amazon Video.

As someone working from home and streaming TV I easily breach this 1TB data cap. I should not have to pay \$50 a month on top of my \$60 a month internet bill just to avoid overage fees. Data caps don't exist as a way to relieve load on a network, they exist to force customers to pay for when there are no alternative companies (which there never are since Comcast either buys them out or gets them locked out of the area by lobbying, as was the case with Google Fibers expansion).

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[Ticket: # 1303916 - Comcast is capping internet data usage](#)

**Date:** 11/5/2016 4:31:22 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is now capping my internet data at 1TB and charging extra if I go over - this is not a violation of net neutrality? They are offering "unlimited" plans now - at an extra charge, for me of course. Data doesn't roll over, so even if I manage to stay under their arbitrary limit, I'm not getting anything in return. Capping data in this day and age is unacceptable. As media file size increases with quality, 1 TB will mean nothing for a cap. There should be no cap.

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[Ticket: # 1303935 - sudden comcast data cap](#)

**Date:** 11/5/2016 4:55:35 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast recently informed me that I have a 1TB datacap on what was an unlimited line. They assure me this wont be a problem. The only thing I'm assured of is in this new age of online streaming, they are fearing competition. I already use 400-500GB per month. 'half', they assure me, of the new limit. So in 3 years, when 4K streaming is supported on all devices, and I'm severely limited by 1TB unless I pay them an extra \$50/mo for 'unlimited', what then?

Data caps should be illegal on residential cable internet.

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[Ticket: # 1303986 - Comcast data caps](#)

**Date:** 11/5/2016 5:43:18 PM

**City/State/Zip:** Maple Grove, Minnesota 55311

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a data cap on my household internet. I work out of my home and my household income will be impacted because of the data caps and fees and other surcharges being put on my home.

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[Ticket: # 1304007 - Comcast changing contract to a limited data contract](#)

**Date:** 11/5/2016 6:19:29 PM

**City/State/Zip:** Berkley, Michigan 48072

**Company Complaining About:** Comcast

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## **Description**

I have a contract with Comcast for their xfinity internet. I recently received a letter stating that they are going to start monitoring data usage and limiting our connection. I would be forced to pay fees if I go over the cap or fees to leave them for breaking contract.

Also I pay for 75mbps and only receive 25 mbps.

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**Ticket: # 1304008 - Comcast Data Caps**

**Date:** 11/5/2016 6:19:46 PM

**City/State/Zip:** Spokane, Washington 99223

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**Description**

FCC online form direct link: [https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket\\_form\\_id=38824](https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=38824)

Here is my letter, feel free to copy&paste

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, telecommuting, file backups, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for.

The Internet is not something that should be closed off, capped, or restricted from anyone anywhere on the planet. The Internet is no longer a luxury and according to the recent ruling from the US Court of Appeals and supported by the FCC, broadband internet has been declared as an essential utility, much like electricity. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Data caps are unreasonable and unlawful.

ANY cap is unacceptable, because data per se is an UNLIMITED resource. ALL data caps are 100% arbitrary and this can easily be proven with the laws of physics. Bandwidth is the limited resource. Congestion can ONLY happen by over-saturation of bandwidth. When ISPs start capping services, they are not trying to prevent congestion, instead they are arbitrarily limiting your service to for profit. This allows them to negate competition based on quality of service, and will allow them to 'compete' on arbitrary restrictions, ultimately for the worse of all customers.

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps are not about network congestion. Instead, Comcast claims these data caps are about "fairness," and do not serve a traffic management function. They have been described alternatively as a way to align consumers' use of the network with what they pay. As a method of price discrimination however, data caps and usage based pricing are redundant to the speed tiers that consumers are used to. The broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes.

By exempting only its own online video application from the cap, Comcast gives their own services an advantage over all competing online video applications.

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[Ticket: # 1304010 - Comcast xfinity monthly data caps](#)

**Date:** 11/5/2016 6:23:30 PM

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

**Company Complaining About:** Comcast

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### **Description**

They instituted data caps, and are the only game in town.

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**Ticket: # 1304021 - Comcast Data Caps**

**Date:** 11/5/2016 6:31:34 PM

**City/State/Zip:** Houston, Texas 77002

**Company Complaining About:** Comcast

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### **Description**

Comcast has just instituted data caps in Houston, Texas. This is after they already extort money from Netflix for the same bandwidth. They are the only provider I can get in my area. Can you help?

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[Ticket: # 1304027 - Comcast data caps](#)

**Date:** 11/5/2016 6:32:36 PM

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

**Company Complaining About:** Comcast

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## **Description**

There should be no data caps for home cable internet.

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**Ticket: # 1304030 - Comcast Data Cap**

**Date:** 11/5/2016 6:35:43 PM

**City/State/Zip:** Fort Collins, Colorado 80521

**Company Complaining About:** Comcast

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**Description**

Comcast's new data cap is anti-consumer, and not something I agreed to in their contract.

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**Ticket: # 1304056 - Comcast Data Caps**

**Date:** 11/5/2016 7:09:12 PM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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## **Description**

Comcast recently implemented a data cap on my internet usage without notifying me. Comcast's data caps are clearly designed to push power users into signing multi-year contracts for their uncapped "business class" service. Since Atlanta's a captive monopoly market, consumers have no choice but to conserve bandwidth or agree to an even more one-sided agreement.

Also it is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the data cap?

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[Ticket: # 1304063 - Comcast data cap](#)

**Date:** 11/5/2016 7:17:07 PM

**City/State/Zip:** Ada, Michigan 49301

**Company Complaining About:** Comcast

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## **Description**

We all know internet caps have absolutely nothing to do with "congestion". It's an anti-competitive measure to punish people who stream TV to their home instead of paying for Comcast's cable TV.

Please put a stop to this.

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**Ticket: # 1304069 - Unfair bandwidth caps**

**Date:** 11/5/2016 7:22:01 PM

**City/State/Zip:** Aurora, Colorado 80019

**Company Complaining About:** Comcast

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## **Description**

Comcast has unfair bandwidth caps, as they are only putting the bandwidth caps in markets where there is no actual competition. They are preventing people from choosing to use online services such as Netflix and Hulu, forcing people to get their overpriced cable services.

Also with their bandwidth meter taking up to 24 hours to update it is difficult to make up to date decisions with what I would like to use with the little data I have. Also, the tools they have in place to monitor traffic take into account for more than just the traffic I use, but the traffic that is used for them to manage my modem.

On a side note, the tools they have in place to watch my current bandwidth usage do not appear to be working as my current bandwidth usage for this month and the last three months are wrong and show less than 1 GB usage. As seen by my attachment.

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[Ticket: # 1304075 - Comcast Data Cap](#)

**Date:** 11/5/2016 7:27:43 PM

**City/State/Zip:** Renton, Washington 98055

**Company Complaining About:** Comcast

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### **Description**

I signed a one year contract with Comcast, and last month they let me know of a data cap. That was not in the agreement when I signed the contract.

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**Ticket: # 1304081 - Data caps on Comcast**

**Date:** 11/5/2016 7:31:33 PM

**City/State/Zip:** Spring, Texas 77379

**Company Complaining About:** Comcast

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### **Description**

I recently (<1month) purchased Comcast internet top tier. 2 days ago I received a notice via email that they were capping my services at 1 TB. My family uses internet daily and in this day and age of everything online, I am concerned that this is unfair and capricious. If I bought unlimited internet, I think it's unfair and wrong that they can go back and change it.

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[Ticket: # 1304116 - Data cap in Comcast](#)

**Date:** 11/5/2016 8:02:36 PM

**City/State/Zip:** Happy Valley, Oregon 97086

**Company Complaining About:** Comcast

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## **Description**

1tb data cap on Portland internet.

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**Ticket: # 1304126 - Comcast Internet Data Caps**

**Date:** 11/5/2016 8:13:43 PM

**City/State/Zip:** Federal Way, Washington 98003

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern. Comcast is now implementing data caps on internet use. This is something should not even be on the table as an option for companies. Limiting access to the internet is unfair and against our constitutional rights. What may seem as a generous data cap now, is just the start of Comcast's newest attempt at making access to the the internet limited or speed throttled. If not having data caps in their business model truly affected Comcast in such a detrimental way, then why is it only now they are implementing data caps?

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**Ticket: # 1304133 - Comcast Instituting Data Limit Cap without notice**

**Date:** 11/5/2016 8:26:33 PM

**City/State/Zip:** Lehi, Utah 84043

**Company Complaining About:** Comcast

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## **Description**

My internet provider, Comcast Xfinity, instituted a bandwidth transfer cap on my internet service without warning. I received an email notice this week that a bandwidth cap had been placed on my connection active as of Nov 1st, but I did not receive this email until after that date.

In my area, Comcast is the only internet provider who offers true broadband internet access and they use this monopoly to already charge higher than normal rates. Interestingly, in other areas of my state (Utah) where Google Fiber is available, Comcast rates are much lower even for the same speed as my service.

I believe that Comcast will simply use this new bandwidth cap as a way to extort money from their customers. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement.

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[Ticket: # 1304138 - Comcast Data Cap](#)

**Date:** 11/5/2016 8:30:25 PM

**City/State/Zip:** Jacksonville, Florida 32327

**Company Complaining About:** Comcast

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## **Description**

Comcast enabled a data cap for my internet that directly impacts my monthly usage. I cannot afford their "unlimited" it doubles my bill. This isn't electricity, using more does not cause the system to run out.

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**Ticket: # 1304146 - Data Caps**

**Date:** 11/5/2016 8:34:08 PM

**City/State/Zip:** Lafayette, Indiana 47905

**Company Complaining About:** Comcast

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## **Description**

Data caps are a pointless money grab with no way to ensure accuracy. They have a virtual regional monopoly and my current apartment complex does not allow us to have a different provider other than comcast. Even though the cap is 1 TB, which may seem like enough now, in the coming years there is nothing to stop them from either lowering the cap, for a reason like they used implementing it. With 4k becoming more and more common and technology progressing at the rate it does, 1 TB will not be enough. The internet is not a luxury anymore and is borderline necessary to have on a day to day basis. Comcast has done nothing to be pro consumer in their entire existence and continue on a day to day basis completely screwing customers. They stifle competition. They are destroying net neutrality and we, the consumers, are paying for it. Not willingly either. The FCC MUST step in, and soon, if they want to have a chance at reigning in Comcast and other large corporations from causing more harm to the consumer AND keeping the respect of the people. Please. We implore you. Do something to help us. We are only a few steps away from losing net neutrality. From the internet being controlled by money hungry corporations and their special interests. The future of the internet is at stake.

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**Ticket: # 1304168 - Comcast Data Cap**

**Date:** 11/5/2016 9:09:30 PM

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

**Company Complaining About:** Comcast

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## **Description**

It is clear that the implementation of the "Data Plan" by Comcast is an anti-competitive strategy to ensure profits for themselves and dissuade customers from subscribing to Internet based streaming content. Comcast is continuously losing subscribers to their TV content with their lack of keeping up with customer trends - this data cap strategy is designed to push customers away from services like Netflix, Youtube, or Hulu. Rather than creating services or content that are able to compete with the streaming services, Comcast just wants to drive them out. This leaves the customers left paying more for less.

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**Ticket: # 1304174 - Comcast Data Cap****Date:** 11/5/2016 9:22:33 PM**City/State/Zip:** Minnetonka, Minnesota 55305**Company Complaining About:** Comcast

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**Description**

Starting November 1st of this year Comcast starting instituting a data cap of 1TB. Now that seem like a lot of data now but within a few years it will be nothing. I work in IT and there is not reason for them to do this other than punish cable cutters and slow the loss of customers to streaming services. I'm sure in the near future they will try to offer their own streaming services.... but it won't count against the data cap.

This practice is insane for quality service. In the past they tried to claim that they needed data caps to prevent their network from being over loaded. This is simply false. The only situations where their internet service suffered was due to the company not upgrading it for 10-15 years. America has some of the poorest internet offerings/choices in the industrialized world. The only one I can think of that is worse is Australia. Our issue is related to government protected fiefdoms so ISPs hardly have to compete.

I have a friend who works at Comcast customer support. He stated the same sound bite that Comcast sends out. "Most customers don't use 1TB." I don't think many people understand the full implications of this. It's not what I paid for, it's not what I agreed to when I order services, and I don't think it should be accepted at an industry norm.

I hope that in the future that the FCC will be able to curb this unethical behavior.

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[Ticket: # 1304177 - Comcast and Mediacom Data Caps](#)

**Date:** 11/5/2016 9:24:13 PM

**City/State/Zip:** St. Cloud, Minnesota 56301

**Company Complaining About:** Comcast

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## **Description**

Home internet should not be limited by data caps. The internet is now an essential resource to our society and the limiting through data caps is a direct way of hindering society. Comcast and Mediacom should be forced to remove data caps or at least lower the cost for unlimited to a reasonable rate.

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[Ticket: # 1304191 - Comcast Data Caps](#)

**Date:** 11/5/2016 9:33:42 PM

**City/State/Zip:** Monroe, New York 10950

**Company Complaining About:** Comcast

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### **Description**

There should not be any caps on data. This can start a dangerous trend for big business and create bad news for consumers

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**Ticket: # 1304192 - Comcast Data Caps**

**Date:** 11/5/2016 9:33:49 PM

**City/State/Zip:** Alameda, California 94502

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently imposed new 1TB data caps on many states. In this day and age, 1TB is very easy to go over and they are charging for additional bandwidth. This is insane considering multiple people could use the same line thus dividing the 1TB down to 200-250 GB per person. There are no other companies in the area that provide the same internet speeds around here so we cannot switch without lowering our speeds.

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[Ticket: # 1304205 - Comcast imposed 1024GB monthly data cap](#)

**Date:** 11/5/2016 9:42:14 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a monthly data cap on my account.

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[Ticket: # 1304213 - Comcast 1Tb Cap](#)

**Date:** 11/5/2016 9:45:17 PM

**City/State/Zip:** Parker, Colorado 80138

**Company Complaining About:** Comcast

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### **Description**

Comcast just imposed a 1tb cap on internet in Colorado in the middle of my 2 year contract.

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**Ticket: # 1304217 - Comcast Data Caps**

**Date:** 11/5/2016 9:54:22 PM

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

**Company Complaining About:** Comcast

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**Description**

I think it is unfair that comcast is limiting usage to 1tb a month and charging extra for unlimited or if you go over that limit.

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**Ticket: # 1304218 - Data Caps**

**Date:** 11/5/2016 9:55:45 PM

**City/State/Zip:** Fort Lauderdale, Florida 33304

**Company Complaining About:** Comcast

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## **Description**

This is a formal complaint against data caps as initiated by Comcast and further allowed by the FCC. It is a detestable practice that will only lead to increasing consumer costs with decreasing corporate costs. These caps do nothing to benefit the user, whom the FCC has a duty to protect. Net neutrality is one of the most important issues of this decade, and truly this coming century. Protect the open internet.

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[Ticket: # 1304222 - Comcast Data Caps](#)

**Date:** 11/5/2016 9:58:36 PM

**City/State/Zip:** Centennial, Colorado 80015

**Company Complaining About:** Comcast

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### **Description**

I'm not happy with the data caps Comcast added on November 1st. Please help get these changed as they are anticompetitive.

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**Ticket: # 1304226 - Comcast data caps**

**Date:** 11/5/2016 10:02:53 PM

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

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

Comcast/Xfinity recently imposed a data cap of 1TB per month. This is unacceptable in today's internet age and this decision really seems like it's strictly an additional way to generate revenue without having to improve their service in any way. The internet is a necessity for a first world country and should be regulated like other utilities such as gas and water. They state that "people who use more data should pay more and people who use less should pay less". This isn't what they're doing as people who only use 500GB of the data cap aren't receiving a 50% discount, they're only punishing heavy data users. The problem is that data usage is only going to increase for everyone because content is constantly growing with high definition pictures, video, etc. While 1TB might be fine for most users today, it won't be going forward. A data cap is an attack against companies like Netflix, Hulu, Pandora, etc that stream increasingly more data to users. Comcast effectively has a monopoly in many areas as the only other option for many people in their areas is DSL, which is far too slow to be useful for anything other than basic web browsing.

Please take a fair look at Comcast and their new data caps. These caps aren't fair to the public and we're stuck being bullied by this company because no one will stop them.

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[Ticket: # 1304238 - Cox data caps](#)

**Date:** 11/5/2016 10:20:09 PM

**City/State/Zip:** Mary Esther, Florida 32569

**Company Complaining About:** Cox

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## **Description**

Cox has started limiting my home data usage

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[Ticket: # 1304246 - Comcast](#)

**Date:** 11/5/2016 10:31:17 PM

**City/State/Zip:** Scranton, Pennsylvania 18505

**Company Complaining About:** Comcast

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## **Description**

1 TB monthly data cap without warning, not in contract

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[Ticket: # 1304252 - Comcast has to be stopped](#)

**Date:** 11/5/2016 10:36:05 PM

**City/State/Zip:** Sterling Heights, Michigan 48310

**Company Complaining About:** Comcast

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## **Description**

They've been ripping customers off with unwarranted services, they raise prices out of no where, they monopolized areas where competitors could offer AFFORDABLE internet. Now they're trying to cap data? This is disgusting and a regulation on the internet that we have laws that protect us. If they won't let us have competitors, which is unfair too, they should not be able to put caps on our data. They're not a necessity like water, electricity, and gas. They shouldn't be treating customers like it is.

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[Ticket: # 1304258 - Comcast data caps](#)

**Date:** 11/5/2016 10:39:00 PM

**City/State/Zip:** Colorado Springs, Colorado 80925

**Company Complaining About:** Comcast

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## **Description**

Comcast is now implementing and enforcing a data cap on me and my family's Internet usage. This is absolutely ridiculous. In no way does it cost them any more money if I use 2 gigs or 200 gigs of data. This is simply another way for them to take money from the consumer. In my area I only have 2 choices. And one of those only offers up to 10 mbps which cannot fit my needs. I only have one true choice and they know that. How long must us, as consumers, put up with this unfair treatment?

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[Ticket: # 1304262 - Comcast Monthly Data Limit](#)

**Date:** 11/5/2016 10:40:46 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15239

**Company Complaining About:** Comcast

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## **Description**

It is unreasonable for Comcast to impose the monthly data limit cap in the middle of service without my active consent. Regardless whether I use the 1TB of data limit or not, I am without recourse or an alternate provider where I live.

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**Ticket: # 1304283 - Data caps**

**Date:** 11/5/2016 11:21:59 PM

**City/State/Zip:** Greensburg, Pennsylvania 15601

**Company Complaining About:** Comcast

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## **Description**

I am concerned about the proliferation of data caps. This is not specific to Comcast, but they are a prime example. The establishment of data caps is an anticompetitive policy that favors their vertical integration business model to prevent customers from utilizing outside video streams in favor of their own video delivery systems. Please consider Internet providers utilities and regulate them as such to prevent unnecessary and harmful policies such as the progressive spread of data caps across their delivery area. While the data caps have not yet reached my service area, I feel that it is only a matter of time before the precedent is set.

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[Ticket: # 1304285 - Comcast Data Caps](#)

**Date:** 11/5/2016 11:25:04 PM

**City/State/Zip:** Ellicott City, Maryland 21042

**Company Complaining About:** Comcast

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### **Description**

There is no reason Comcast should be limiting data usage for home internet. It is unethical and a shady money grab.

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**Ticket: # 1304287 - Comcast Data Caps**

**Date:** 11/5/2016 11:25:37 PM

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

**Company Complaining About:** Comcast

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## **Description**

I'm writing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1304302 - Comcast Xfinity 1TB monthly data cap](#)

**Date:** 11/5/2016 11:43:52 PM

**City/State/Zip:** Gig Harbor, Washington 98335

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently imposed a 1TB per month data cap which then charges extra fees or imposes limitations on my Internet connection once reached. This is without notice to many customers (including myself) and without a change of the current contract I have with the provider.

This is being done to leverage more fees from consumers and does not have any benefits to the consumer. It is purely for the added revenue of the company; uncapped data did not previously impact networking or services before.

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[Ticket: # 1304305 - Comcast data caps and anti-competitive measures](#)

**Date:** 11/5/2016 11:51:53 PM

**City/State/Zip:** Sacramento, California 95821

**Company Complaining About:** Comcast

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## **Description**

Comcast has altered their agreement to allow for data caps. Comcast has given itself permission to do this via low to no competition in many markets.

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**Ticket: # 1304316 - Comcast Xfinity Imposing Data Cap**

**Date:** 11/6/2016 12:05:31 AM

**City/State/Zip:** Magna, Utah 84044

**Company Complaining About:** Comcast

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### **Description**

Received an email from Comcast/Xfinity informing me they are activating a new "Internet Data Usage Plan" where I will be charged based on on data usage past a pre-set amount. Once a data infrastructure is in place it is not a finite resource, I should not have to pay more excessive surcharges especially if there is no government regulation in determining the amount of data I have used. This is blatant profiteering by Comcast/Xfinity and is harmful--if not in violation of--Net Neutrality.

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**Ticket: # 1304319 - Internet Data Caps**

**Date:** 11/6/2016 12:07:24 AM

**City/State/Zip:** Madison, Washington 53703

**Company Complaining About:** Comcast

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## **Description**

Blatant money grab by a Government allowed monopoly by a company I wasn't even able to get much competition from in a major urban center (Seattle) when I lived there for 2 years.

It also drove me insane at how hard it was to cancel their service when it came time to move. I had to call and talk to multiple levels of management, sit on hold and wait, and interrogated as to why I would want to cancel. It was an awful process. this is all the while I am able to go on their website, sign up, and upgrade services in just a few clicks. I'll fill out a separate complaint for this one as well.

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[Ticket: # 1304322 - Comcast Data Caps](#)

**Date:** 11/6/2016 12:14:39 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has started applying a 1TB data cap to my cable Internet plan. This cap was not stated in any materials at the time I signed up for the plan, and no option to opt out (other than cancel service) is available. This is an anti-consumer measure and an abuse of Comcast's near-monopoly in my area. I urge the FCC to take action and expedite classification of the Internet as a public utility.

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[Ticket: # 1304331 - Comcast Data Cap](#)

**Date:** 11/6/2016 12:26:29 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is putting data caps on home internet usage. The amount I use costs them nothing extra however they want to charge \$50 per month for overages on a cap they have no basis for enforcing.

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**Ticket: # 1304335 - Comcast**

**Date:** 11/6/2016 12:47:36 AM

**City/State/Zip:** Warsaw, Indiana 46582

**Company Complaining About:** Comcast

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## **Description**

I find it ridiculous that I have to pay \$50 extra to comcast to have "unlimited" data. It was there before. I don't see them upgrading their services as much as they are buying up more companies and creating more of a monopoly. I believe they can't make more money unless they charge us more for what we already have. I have heard they even get tax breaks to upgrade their infrastructure. Please end the data bandwidth cap I am a steamer and now paying twice as much for internet to be able to continue doing what I do everyday. Thank you for what you do at the FCC and allowing our voice to be heard.

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[Ticket: # 1304344 - Comcast Data Caps](#)

**Date:** 11/6/2016 1:20:13 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is try to enforce 1 TB data caps. This is absurd.

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**Ticket: # 1304368 - Comcast data caps**

**Date:** 11/6/2016 2:08:31 AM

**City/State/Zip:** Bellingham, Washington 98225-1381

**Company Complaining About:** Comcast

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## **Description**

Comcast, the only broad band provider available in my location, recently started enforcing an arbitrary data cap. This seems unnecessary, user hostile, and like an effort to make me subscribe to their tv service instead of using internet based competitors.

I also have numerous other complaints against them, mostly the random bill increases every couple months.

Please do something about this despicable company.

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**Ticket: # 1304372 - Comcast Data Cap**

**Date:** 11/6/2016 2:26:04 AM

**City/State/Zip:** Sandy, Utah 84094

**Company Complaining About:** Comcast

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## **Description**

Comcast placed an unnecessary and unfair data cap on my account. Comcast's monopoly is out of control and I do not have any reasonable alternatives to their service in my area. While it is true that Comcast pays for maintenance of their infrastructure, the amount of data transferred does affect their operating cost. They are simply the middlemen connecting two wires. The party that incurs the cost of downloaded data is the party on the other side of that wire sending me data. I believe this cap was put in place to push people unfairly into their services. If you use their services you are not charged for data. If I want to stream Netflix to my 4k TV I have to worry about data usage and if I watch too much I'll be charged overage fees. However, if I use Comcast's movie service I don't have to worry about using any of my data and I'd never incur any overage charges. I'm sure you've received more detailed and better written complaints but I thought I'd summarize it all in my own words.

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[Ticket: # 1304379 - Cox datacap](#)

**Date:** 11/6/2016 2:53:22 AM

**City/State/Zip:** Fort Walton Beach, Florida 32547

**Company Complaining About:** Cox

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## **Description**

Recently ISPs have been implementing and enforcing new datacaps with little or no notice. These datacaps stifle a person's access to information and should not be able to be enforced on existing contracts.

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**Ticket: # 1304391 - Data caps**

**Date:** 11/6/2016 3:42:02 AM

**City/State/Zip:** Golden, Colorado 80401

**Company Complaining About:** Comcast

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## **Description**

I believe that the data caps being put in place are the completely wrong way to respond to increasing internet usage in the United States, as they discourage the installment of fiber networks and therefore feed the uncompetitive practices of Comcast/Time Warner. Additionally, they are causing Comcast to break countless contracts (including mine), as they can no longer provide the services that were promised.

If Internet lines were instead treated as a utility (as I believe they should be), then perhaps these caps would be justified, but they are not.

Also, the increasing use of the internet is necessary in our growth as a society and economy, and the FCC is directly hindering this growth with this legislation.

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**Ticket: # 1304395 - Data cap imposition**

**Date:** 11/6/2016 4:08:04 AM

**City/State/Zip:** Salt Lake City, Utah 84105

**Company Complaining About:** Comcast

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**Description**

Comcast informed me recently that I will be capped to 1TB, which has never been the case before. I pay for a per-month speed, in fact I pay more so I can get better speeds for all the internet-required things I do; Stream music/movies/TV, play games online, download games (Steam+PS4+XB1)... A lot of the things I used to pay them for previously.

However, nowhere has Comcast ever been clear that there was or would be any data caps. Yet now it feels like they're trying to make up for a loss of revenue from places I've taken my money elsewhere, just by imposing data caps, effectively gaining a cut of these third-party services.

I know they already have deals with a good chunk of these vendors, so for them to dig for more from the consumer, it comes off as even more greedy.

It's especially frustrating that the only true high-speed option in my area has almost exclusively been Comcast for at least the past ten years. My only hope being that Google Fiber is coming soon, which has cause Comcast to up its speeds without additional charge, but data caps are not what I signed up for.

I realize there may be wording in the contract I signed, but if that's the case then it needs to be clearly displayed on their advertising and contracts.

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**Ticket: # 1304398 - Data Caps**

**Date:** 11/6/2016 4:19:53 AM

**City/State/Zip:** Minneapolis, Minnesota 55414

**Company Complaining About:** Comcast

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### **Description**

I'm a university student. I live in a six person house. There is no way to buy more contracts so we have to split six ways. The new data cap law is unfair in itself but especially penalizes me. There is nothing I can do, besides not use the Internet.

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**Ticket: # 1304401 - Comcast Data Usage Plans****Date:** 11/6/2016 5:10:08 AM**City/State/Zip:** Oakland, California 94619**Company Complaining About:** Comcast

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**Description**

I am calling to protest Comcast's 1TB (1024GB) Data Usage Plan. Though they market this as being much more data than what the average user uses, this Data Cap is not set at a level that accounts for the higher data usage that would be expected in the near future. Experts agree that there is no practical reason for instituting a cap at all as the networks aren't strained by the amount of data used by customers and that it is simply a money grabbing scheme by a monopolistic corporation. Broadband internet must be regulated as a utility and Net Neutrality and unlimited data usage should be mandatory for all internet providers. As an example, I have a low-tier cloud storage service, Google Drive. My Google Drive capacity is 1TB. If my local hard drive, where my Google Drive files reside fails, I need to re-download all those files from the cloud. This would cause me to exceed the 1TB Data Plan that Comcast has implemented and I would be hit with major overage fees (I've already used up my two courtesy months due to this very thing). With the increase of 4k streaming videos on Netflix, large cloud storage services, and "The Internet of Things" like Amazon Echo and Phillips Hue, etc., all using internet data, more and more consumers are going to be approaching, and eventually exceeding this 1TB 'soft' data cap. This needs to stop now, before it becomes harder to prevent all internet providers from following in Comcast's footsteps, and before Comcast has a chance to raise overage fees or lower the Data Cap. Please, listen to the complaints of thousands of consumers and do whatever is necessary to end this unjust money grab. Make it easier for competition and end the monopolies of internet service providers. Use anti-trust laws to break up mega corporations... do something!

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[Ticket: # 1304449 - Raising rates, throttling speeds, hidden fees](#)

**Date:** 11/6/2016 10:03:28 AM

**City/State/Zip:** Lakewood, Colorado 80228

**Company Complaining About:** Comcast

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## **Description**

This monopoly has to stop. Internet keeps going up. The quality is sketchy. They're adding caps and imposing them. the bill is different every month. It's a shame that Comcast has a monopoly.

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**Ticket: # 1304468 - Data caps**

**Date:** 11/6/2016 10:47:46 AM

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

**Company Complaining About:** Comcast

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## **Description**

The practices of Comcast Xfinity in capping data for home internet plans is preposterous in so many ways. They're essentially doing what Hulu did with commercials. Created a product, sold it to the masses, and then in Comcast's situation decided to data cap it, whereas Hulu increased commercial content. The resolution to this as a consumer is pay more, for both. Hulu to get rid of some commercials, and Comcast for more data. What says this type of business tactic won't continue for life?! Slowly increasing caps, etc in return requesting more money. It's unfortunate cause I could cancel Hulu, find another content provider such as a standard television provider such as Comcast, sling tv, directv, etc. There are many options for television. Internet is monopolized by Comcast in my area. We have no other cable internet provider. They're using this monopoly to fill their greedy pockets with money. I ask the FCC to have an independent study done about this. Lastly, if in fact they do charge for data overage, then does a Consumer have the ability to charge their content provider an also exorbitant amount when their service goes down or when the speed I pay for doesn't actually provide me that speed? I attached a picture of our current usage, we are six days into our cycle and almost to the cap.

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**Ticket: # 1304510 - Anti-Competitive Data Caps**

**Date:** 11/6/2016 11:37:33 AM

**City/State/Zip:** Chicago, Illinois 60615

**Company Complaining About:** Comcast

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**Description**

Comcast has begun imposing widespread data caps, which discourage consumer users from using such common services as Netflix in favor of subscribing to entertainment services that don't use data such as Comcast's cable. Given that Comcast itself has admitted that there is literally no technical reason for these caps, this move is clearly anti-competitive in nature, and it certainly doesn't match the company's given reason for the data caps of 'fairness.'

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**Ticket: # 1304516 - Comcast Data Cap implementation**

**Date:** 11/6/2016 11:42:22 AM

**City/State/Zip:** Southfield, Michigan 48076

**Company Complaining About:** Comcast

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## **Description**

When I signed up for Comcast, it was under the assumption that I would not be capped like the only other reasonably fast provider in the area (ATT). I specifically asked the representative if there were data caps, to which he replied "no". Now it seems Comcast is implementing a data cap on my usage. For the same price. Since they can freely reduce the amount of data I can use without my consent (unlimited---->1TB), what is stopping them from reducing it further?

Also - there is the fact that, as technology improves, data usage increases. Pictures/videos take up more space, Video games are already 50-70GB in size. With these sizes increasing, it is only a matter of time before people start reaching the data caps imposed by these companies.

Comcast executives are on record saying that data caps don't serve a practical purpose other than lining the pockets of these monopolies.

Please either start trust-busting these corporations, or at least keep them from screwing over their customers.

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[Ticket: # 1304535 - Received Comcast Datacap notice](#)

**Date:** 11/6/2016 12:14:14 PM

**City/State/Zip:** Berkeley, California 94703

**Company Complaining About:** Comcast

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### **Description**

Comcast is limiting my access to the world's internet. I have been intentionally throttled due to normal use of the the Comcast service.

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[Ticket: # 1304550 - Data cap added to our plan](#)

**Date:** 11/6/2016 12:48:59 PM

**City/State/Zip:** Sunnyvale, California 94086

**Company Complaining About:** Comcast

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## **Description**

We signed up with Comcast when we moved to Sunnyvale in August. Our internet-only plan is \$69.99 per month and includes no data cap, which is very important to us. One member of our household is disabled and watches movies and educational videos almost 24/7 (he even tends to fall asleep with them on). In addition, the other two of us enjoy video games, streaming TV shows from Netflix and Hulu, and using the sports apps on our Apple TV devices.

Comcast wrote us this month to inform us of our new terabyte data cap, and told us that we would now be paying \$10 for every 50GB overage. We also have the option of paying \$50 per month for unlimited, nearly doubling the effective cost of our internet. We believe that this is a punishment from Comcast for using streaming options instead of paying them for cable TV (which, depending on the package, would also be around \$50 per month).

Comcast is using their stranglehold as the only fiber provider in our area to extort their customers. The FCC is our only hope for a fair and open internet and I pray that you can help us.

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**Ticket: # 1304687 - Unreasonable Data Caps**

**Date:** 11/6/2016 3:29:56 PM

**City/State/Zip:** Greenville, Pennsylvania 16125

**Company Complaining About:** Armstrong Utilities

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## **Description**

I am in the process of moving to Meadville, PA. The local cable internet provider, Armstrong (zoominternet.net) has extremely unreasonable data caps in ratio to speed offered. Their highest tier internet is 300Meg/sec with a 500gig data cap. This means in theory you can use all your data within 6 hours. In a house hold of 7, and various devices streaming from video services this data cap can be reached within days. What more, they penalize you for not purchasing cable and phone by lowering the data cap if you do not bundle their services. One service should not be connected to the other. This essentially means customers paying for the same tier receive different amounts of data which is unfair. This is a blatant attempt at punishing anyone who wants to receive tv programming online vs their cable system. If you purchase more data, they do not pro-rate for unused data or carry over to the next month, which is essentially stealing from the customer. I'm afraid the smaller size of this company will result in their obviously abusive behavior going unchecked. I understand the need for data caps, but their current offering is unreasonable, unfair to the customers and sinister in nature at best.

i appreciate your time,

Thank you,

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**Ticket: # 1304724 - Comcast Data Caps need to go**

**Date:** 11/6/2016 4:01:27 PM

**City/State/Zip:** Westminster, Colorado 80234

**Company Complaining About:** Comcast

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## **Description**

I have a serious problem with the new Comcast data caps, as I'm sure many other people do. If this was a free market, then I would just switch to another provider, but this is not an option for most people with their internet. Comcast is once again taking advantage of the consumers, and we need the FCC to step in and put a stop to this. Someone else has phrased the argument much better than I could have, so below is the message:

"I'm urging the FCC to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. "

Also, I should be able to voice my opinion on an issue without giving every piece of info about my internet.

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**Ticket: # 1304738 - Comcast Data Caps****Date:** 11/6/2016 4:12:52 PM**City/State/Zip:** Puyallup, Washington 98374**Company Complaining About:** Comcast

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**Description**

With Comcast rolling out its data caps nation wide it is time to act. Not only does it unfairly effect the consumers, it will also hurt innovation. While they claim that only 1% of customers are effected, that is right now. With websites becoming more complicated, files getting larger and more internet devices coming online, 1tb will not go far enough in a few years. Look at the new Call of Duty. If you got both the new game and Modern Warfare Remastered, it is 150gb, more than 10% of your monthly data. Another problem is that it does not benefit the consumer in any way. With Comcast keeping its rates the same it only makes people who use a lot of data pay an insane premium to use as much as they need. This will also have ripple effects across the internet. These data caps will make innovators less likely to innovate on the web, because if people don't have the data to use their innovation, why bother. And if I remember correctly, Comcast's own streaming service does not effect your data consumption, giving Comcast an unfair advantage in the streaming field. The thing is, the cost difference between delivering 10gb, 100gb, or 1tb is not that much. This is isps wanting to price gouge their customers and make the internet not accessible to everyone. You MUST stop this disastrous practice before it gets out of hand!

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**Ticket: # 1304749 - Comcast Data Limits - Greater Seattle Area**

**Date:** 11/6/2016 4:28:18 PM

**City/State/Zip:** Snoqualmie, Washington 98065

**Company Complaining About:** Comcast

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**Description**

Comcast just implemented data limits in my area. With five people in my household, this certainly has an impact and will raise my internet costs. Additionally, my X1 TV set top box data (used for VOD) counts towards that cap...that is double dipping from a change standpoint.

Since I have VERY LIMITED options in my area, this is a monopoly taking advantage of their position. I am not only disappointed with Comcast, but also the FCC for allowing a "what was unlimited" service to now implement caps, forcing me to monitor another service including policing how my family uses service (like VOD TV) that I already pay for...and now have to pay for twice.

This also goes at the heart of open internet, as I am not able to select what TV services I use and now forced into Comcast as I would certainly go over the limits using someone like SlingTV or another service that might stream 4K.

Also....I already pay over \$240 per month for Comcast services....and the company is now wanting to charge me more.

I wrote the FCC about this concern earlier this year...and although thousands of people complained.....Comcast still implemented data caps.

Show the American public that the FCC is listening and that Comcast lobbyists are not in control. Stop this madness. How much is enough to charge people for their entertainment and internet (required for Education, work, and normal family business)?

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[Ticket: # 1304764 - Comcast placing a monthly cap on my internet usage](#)

**Date:** 11/6/2016 4:39:24 PM

**City/State/Zip:** Denver, Colorado 80249

**Company Complaining About:** Comcast

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## **Description**

For some reason Comcast thinks it's ok to put a 1tb cap on the amount of internet I use monthly, it started on 1 Nov 2016. The problem with this is it's not what they initially advertised and I pay to be able to use as much internet bandwidth as needed for school, work, etc. The fact that they want to charge more makes me if I go over my 1tb limit makes me sick. If this is the case then they should provide roll-over data and stop lobbying to keep legitimate companies such as Google Fiber and Verizon FIOS from coming to the Denver Metro Area.

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**Ticket: # 1304810 - Data Cap**

**Date:** 11/6/2016 5:54:51 PM

**City/State/Zip:** Albuquerque, New Mexico 87122

**Company Complaining About:** Comcast

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## **Description**

I recently had to file a complaint against comcast/xfinity for raising the price of its packages prior to the end of my promotional period. Now, right AFTER signing a new contract for 12 months Comcast placed a data cap which is below what they show as my normal usage. I have no way of contesting their usage meter, which shows that I use 1.4-1.5TB on average, but in OCT 2016 I used 2.75TB per documents I found online Comcast will say their meter is not 100% accurate. This is unfair and was not part of what I discussed with comcast when setting up service. Comcast has unfair monopoly on service in my area, and block any other company from coming in and being competitive. I have much slower service than other parts of the country but don't get a discount based on speed, in fact I have to pay more just to get the speed that I do get. It is unreasonable to change the terms of a contract right after getting set up. This is a misrepresentation of service.

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**Ticket: # 1304816 - Comcast Internet caps starting Nov 1st 2016**

**Date:** 11/6/2016 6:03:46 PM

**City/State/Zip:** Lehigh Acres, Florida 33971

**Company Complaining About:** Comcast

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## **Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, telecommuting, file backups, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for.

The Internet is not something that should be closed off, capped, or restricted from anyone anywhere on the planet. The Internet is no longer a luxury and according to the recent ruling from the US Court of Appeals and supported by the FCC, broadband internet has been declared as an essential utility, much like electricity. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Data caps are unreasonable and unlawful.

ANY cap is unacceptable, because data per se is an UNLIMITED resource. ALL data caps are 100% arbitrary and this can easily be proven with the laws of physics. Bandwidth is the limited resource. Congestion can ONLY happen by over-saturation of bandwidth. When ISPs start capping services, they are not trying to prevent congestion, instead they are arbitrarily limiting your service to for profit. This allows them to negate competition based on quality of service, and will allow them to 'compete' on arbitrary restrictions, ultimately for the worse of all customers.

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps are not about network congestion. Instead, Comcast claims these data caps are about "fairness," and do not serve a traffic management function. They have been described alternatively as a way to align consumers' use of the network with what they pay. As a method of price discrimination however, data caps and usage based pricing are redundant to the speed tiers that consumers are used to. The broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes.

By exempting only its own online video application from the cap, Comcast gives their own services an advantage over all competing online video applications.

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**Ticket: # 1304835 - Data Cap**

**Date:** 11/6/2016 6:26:32 PM

**City/State/Zip:** Tacoma, Washington 98445

**Company Complaining About:** Comcast

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## **Description**

Internet connectivity isn't a luxury anymore. Almost every single household has to have it in order to work, pay bills, and live. Comcast is wrongfully putting a data cap on my service and everyone's service in my region because they failed to innovate and are taking it out on their customers by taking even more money from them although they don't upgrade their own circuits. I am pushing for either this cap to be removed or a cap be instituted on Comcast at the tier 1 level so they can feel the pain that the rest of us are feeling. They should have no right to do this to a service that is a necessity and not a luxury.

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**Ticket: # 1304863 - Internet Data Caps**

**Date:** 11/6/2016 7:04:09 PM

**City/State/Zip:** Eden Prairie, Minnesota 55344-6670

**Company Complaining About:** Comcast

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**Description**

Hello,

Last month I was notified by my ISP, Comcast, that I would soon be subjected to an Internet data cap of 1 Terabyte per month. I find this unacceptable and detrimental to growth and innovation. Comcast argues that 1 TB is more than adequate for most consumers and that I have not exceeded this cap in the last three months so I have nothing to worry about.

Americans pay too much for their Internet service and placing this data cap on customers is monopolistic in nature given the availability of alternative providers.

I request that the FCC push for policies requiring the ISPs to lower their pricing, increase the data rates, and eliminate data caps.

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**Ticket: # 1304944 - Comcast data caps**

**Date:** 11/6/2016 8:55:26 PM

**City/State/Zip:** Greeley, Colorado 80634

**Company Complaining About:** Comcast

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## **Description**

Comcast recently rolled out data caps to most of it's internet subscribers. While I understand paying for what you use, the caps seem arbitrary and are a push to have consumers use Comcast services over competitors. It's way to lock out (or limit) alternative sources outside of Comcast.

Additionally, their online data usage meter just shows the total data used per month. There is not a break down of day of the month OR upload/download OR other ways to differentiate the usage patterns so consumers can adjust. There is also not a way to validate the accuracy of their meter. This is inherently a flawed system and hold customers accountable for usage, when it cannot be accurately measured or verified, is unconscionable.

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**Ticket: # 1304952 - Data caps**

**Date:** 11/6/2016 9:03:26 PM

**City/State/Zip:** Houston, Texas 77058

**Company Complaining About:** Comcast

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## **Description**

Comcast/Xfinity has instituted data caps in my location. Are we supposed to be a first world country with internet speeds that don't compare with the rest of the developed world, and practices by the service providers that only aim to stifle competition and come up with ways to charge customers more and more, like a bunch of thugs. My issue is with the data caps, which is aggravated by the fact that Xfinity doesn't provide an easy access to the data meter, which should be available on the account landing page. Additionally, what is being done to make sure that their data meterage is accurate? They decide the data caps, and they measure how much data is being used with no third party oversight. They claim that they have their meters tested, and who did test it, services that they hired themselves. I mean at this point all of this feels like a bad joke. And, the consumers are the brunt of that joke. I don't expect consumer protection services to do much, because we all know how the system is set up at this point. Anyway, if someone is going to do anything data caps need to be done away with. Internet isn't a luxury anymore, it is a necessity. We need it not just for entertainment, but also education, business and shopping.

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[Ticket: # 1305090 - Data Caps](#)

**Date:** 11/7/2016 2:09:35 AM

**City/State/Zip:** Colorado Springs, Colorado 80925

**Company Complaining About:** Comcast

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## **Description**

Data Caps are being used to fight the free content on the internet. We already have to pay for internet, there making us pay more than ever before. 1TB of data on a home network is used within 2 week with a household size of 3. Internet is a basic human right.

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**Ticket: # 1305092 - Comcast Washington State Data Caps**

**Date:** 11/7/2016 2:15:15 AM

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

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast added data caps, this seems to be an abuse of a monopoly. I have no other choice for true broadband and with franchise agreements it likely will never change. As technology changes, more data will be consumed. Once we used modems at as low as 2400 baud rates, but today you couldn't load a webpage with that speed. This is an attack on competition from streaming services. I have considered dropping their TV service and to go with a streaming service like Sling, Hulu or similiar. But with data caps that might cost me alot in data overages just to watch TV.

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**Ticket: # 1305121 - Data Caps**

**Date:** 11/7/2016 6:45:36 AM

**City/State/Zip:** Fresno, California 93704

**Company Complaining About:** Comcast

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## **Description**

Comcast recently decided to start implementing data caps for users (currently 1TB). They claim that less than 1% of users currently use more than that per month. It's an interesting point, but completely moot because as 4K streaming is slowly becoming the norm, more people will be using much more than 1TB of data a month. Besides, why implement the data caps now if only 1% of users are using more than the allocated amount? All it is, is just setting up to start charging people more for the same speeds as they were getting before plus the bonus fees once people start using more data in the near future. This is one of the few complaints about Comcast that I have, including the basic monopoly Comcast seems to have in many areas around the U.S, allowing them to charge for internet mostly, as TV and phone have become a thing nobody even uses and yet it's still in all their plans.

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[Ticket: # 1305776 - Data Usage Caps](#)

**Date:** 11/7/2016 2:28:25 PM

**City/State/Zip:** Atwater, California 95301

**Company Complaining About:** Comcast

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### **Description**

As of Nov 1, 2016 Comcast has instituted a data cap of 1 terabyte a month. I work from home, in the technology field and routinely surpass this cap. Now they want me to pay extra every time I do, at no point did I agree to data caps when I initiated my service agreement with Comcast. This is unethical and is only seeking to over charge paying customers.

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[Ticket: # 1305789 - How is Comcast's Data Cap Legal](#)

**Date:** 11/7/2016 2:35:57 PM

**City/State/Zip:** Highland Park, Illinois 60035

**Company Complaining About:** Comcast

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### **Description**

They are arbitrarily limiting the internet for consumers, but not counting anything within their own network, thus charging people for using non-comcast services.

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[Ticket: # 1305792 - How is AT&T's data cap legal?](#)

**Date:** 11/7/2016 2:37:13 PM

**City/State/Zip:** Highland Park, Illinois 60035

**Company Complaining About:** AT&T

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## **Description**

They are arbitrarily limiting the internet for consumers, but not counting anything within their own network, thus charging people for using non-att services.

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**Ticket: # 1305915 - Comcast Data Caps**

**Date:** 11/7/2016 3:24:24 PM

**City/State/Zip:** Daly City, California 94015

**Company Complaining About:** Comcast

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### **Description**

Comcast instituted a new 1TB data caps on my account, and will charge additional fees if I exceed that amount. They should not be allowed to charge more for accessing the internet. I use the internet for work and why should I buy more to do my work.

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**Ticket: # 1306026 - Comcast 1TB data cap**

**Date:** 11/7/2016 4:20:53 PM

**City/State/Zip:** Mokena, Illinois 60448

**Company Complaining About:** Comcast

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## **Description**

There is no reason for such a data cap to exist as admitted by Comcast:

<http://www.extremetech.com/computing/212376-comcast-admits-that-its-data-caps-are-a-business-decision-not-an-engineering-requirement>

and this affects me as someone who streams a lot of video both down and up. The development rate of technology is constantly pushing towards greater data-heavy services (higher framerates, higher resolutions, larger downloads, etc). Such a cap will almost certainly be an issue for many consumers over the next few years though it may not seem like an issue yet. It would be understandable if this cap were truly necessary because of strain on resources, but clearly it is not. Thus I view it as nothing more than a greedy cashgrab.

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**Ticket: # 1306367 - Comcast Data Caps**

**Date:** 11/7/2016 6:26:36 PM

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

**Company Complaining About:** Comcast

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### **Description**

I am fully against this after being a customer for over 10 years of unlimited data net usage. If Comcast was not the only supplier of internet in my community, I would not be a customer. Please help put an end to this practice by Comcast

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[Ticket: # 1306400 - comcast data cap](#)

**Date:** 11/7/2016 6:40:41 PM

**City/State/Zip:** Gadsden, Alabama 35903

**Company Complaining About:** Comcast

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### **Description**

i was not inform that i have data cap plan until my friend who work for sorensen vrs told me about it and i called comcast and asked to removed they say no i have to do the trail first to see if i not go over then i can change to unlimited plan.

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[Ticket: # 1306479 - Caps on internet are ridiculous.](#)

**Date:** 11/7/2016 7:24:24 PM

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

**Company Complaining About:** Comcast

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## **Description**

Come on FCC, stop this from happening. This is just a ploy to punish cord cutters who now seek other non cable options for their media. Research and evidence shows that data doesn't cost really anything so the caps are purely a business move and not for any network quality related issue.

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[Ticket: # 1306509 - Data caps](#)

**Date:** 11/7/2016 7:50:00 PM

**City/State/Zip:** New York, New York 10029

**Company Complaining About:** Comcast

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## **Description**

Data caps are unacceptable. Major isps currently have free reign to bully consumers that rely on internet for their every day life.

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[Ticket: # 1306686 - Shentel data caps are way to low](#)

**Date:** 11/7/2016 9:31:17 PM

**City/State/Zip:** Radford, Virginia 24141

**Company Complaining About:** Shenandoah Telecommunications Company ("shentel")

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## **Description**

Shentel, Radford Va started data caps a couple years ago and said that it would only affect 3-5% of their customers. Now that is no longer the case, it affects a large portion of the customer base. I work for a small tech support company and hear it all day. They call in and asked for options, and we have none. 10 minutes in any direction and you can purchase 150mbps service for a fraction of the cost. The cost of providing broadband is going down at the same time they are charging more. We do not have another option. They have a license to rob the consumers. My personal bill has gone for \$39 a month to over a \$100, I am not alone. I am one of the ones who was well under the data cap when it started.

On the business side it is even worse. The cost of 15mb service with Shentel is over \$300 while the next town you can get 100mbps service for under \$50. Yes my business is located in the lower cost area (thank goodness). But in a time when internet access is critical to business, the disparity in fees put a real burden on the small local business people. We have hotels in the area where the franchise requires them to have 100mb service, and in our area the only way to get this level service is via fiber. Again the Shentel offering is 6X more than the smaller town just minutes away. We are talking one exit off the interstate, the hotels have to compete.

Thanks for your time.

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[Ticket: # 1306727 - Comcast Data Caps in California](#)

**Date:** 11/7/2016 10:07:35 PM

**City/State/Zip:** Scotts Valley, California 95066

**Company Complaining About:** Comcast

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## **Description**

As of November 1st Comcast has informed us that we have to pay an additional 50 dollars a month for a service to allow us to have unlimited data. This is a service that we have had for over 10 years and now Comcast has decided that they are going to charge extra for something that does not cost them a dime extra. This is insulting as I am now forced to pay extra or face even more fees for going over.

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[Ticket: # 1306759 - Comcast Data Caps](#)

**Date:** 11/7/2016 10:36:29 PM

**City/State/Zip:** Littleton, Colorado 80120

**Company Complaining About:** Comcast

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## **Description**

In an era of expanding file sizes, the 1 TB cap that Comcast is rolling out will do more harm than it could possibly ever do good. Please institute laws to stop this horrible abuse of power.

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**Ticket: # 1306880 - Data caps**

**Date:** 11/8/2016 12:54:43 AM

**City/State/Zip:** San Francisco, California 94107

**Company Complaining About:** Comcast

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## **Description**

The implementation of data caps is a violation of open internet ideals regardless of the size. The argument put forward of "infrastructure limitations" does not hold up under scrutiny. Please place restrictions on ISPs preventing them from capping our data or charging by the amount used since we're already overcharged for speeds due to their monopoly/duopoly. I have no other provider available in my apartment, otherwise I would immediately switch away from Comcast after they added this data cap. (Actually, I would have done so already because of their poor service and downtime, but once again: there is no alternative.)

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[Ticket: # 1306914 - Data caps are bad for customers](#)

**Date:** 11/8/2016 2:21:43 AM

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

**Company Complaining About:** Comcast

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## **Description**

Putting a limit on data usage to avoid overage charges will stifle the free and open internet. Comcast wants to kill streaming media and data caps are the way to do so. I did not agree to a change in contract or accept these new terms. No other comparable internet services are available in my area. Comcast is putting data caps on families for the sole purpose of profit and to drive any kind of streaming services out of business.

This is not how a service provider should be treating it's customers.

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**Ticket: # 1306920 - Data cap after being told there wouldnt be one**

**Date:** 11/8/2016 3:05:38 AM

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

**Company Complaining About:** Comcast

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## **Description**

After a year of using this service I received a letter stating that my area now has a 1TB data cap and that i would be charged extra due to going over said cap. This is after I deliberately gotten this service due to the local comcast office telling me that i should have now issues with data caps due to there not being one in this area. I use my internet to watch 4k HDR content over the internet because no cable or satellite service in my area offers it. now i have to pay MORE to comcast because of using this alternative service. this practice is anti consumer and worse of all anti competition due to the fact i am being charged extra to continue enjoying a competitive product (in this case sling TV an internet based TV service)

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**Ticket: # 1306933 - Predatory 1TB Data Cap****Date:** 11/8/2016 5:02:04 AM**City/State/Zip:** Albuquerque, New Mexico 87114**Company Complaining About:** Comcast

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**Description**

Comcast's new data cap is ridiculous.

First, one big issue is that Comcast is not announcing this new change in policy. They don't send you an email, letter, or call you up about these changes that are happening. I only found out because I read about it online in an article. If I had not stumbled across it, November 1st would have rolled around, the new 1TB cap would've been activated for our household, and we would've gone over it easily and been billed extra for something we had not been informed about. We average our usage at 1.4 TB per month. That alone should be throwing up a bunch of red flags. They're preying on customers who won't pay attention to the increased price in the bill, or people who have automatic bill payments. Even when I called to confirm that these changes were happening, the first Comcast agent said we were of the minority which exceeds the limit, but the 1TB cap would go into effect November 1st. We will be charged accordingly to their new pricing, and 2 agents plus a supervisor could not aid us.

They tested caps in parts of the country by putting 300GB caps on home internet, and now they're forcing all customers to a 1TB(1,024 GB). That doesn't sound so bad, right? People who had the 300GB cap now have an increased cap, a bit more than triple. That is true, except the 1TB cap is still not enough. For a decent amount of people, they won't even notice the cap. People who sparsely use the internet.

The real issue is with everyone else. We're in a new age where internet is very important. Just like back in the day, you needed a home phone. Everyone had a home phone, it was a necessity. Internet has quickly grown in importance and is even more of a necessity than home phones back in the day, because it does so much more.

People need the internet, and the majority of people use a lot of internet. Emails, videos, video streaming, Voice over IP(VoIP), downloading games, reading the news, online shopping, social media, and so much more require the internet. One person alone can easily reach a 1TB cap a month depending on their internet usage, especially if they do IT work or other computer related professions at home. The real problem comes in when you have 2+ people at home. What about a house of 5 adults? The 5 of us watch YouTube, Netflix, and Twitch on a daily basis. Not only that, but we play games, and the size of games have been getting bigger the last few years exponentially. We, as a family, average 1.4 TB a month, peaking at the 1 TB cap just over halfway through the month. What are we supposed to do, pay an extra \$50 a month for unlimited data when it was already unlimited for 7 years on our contract? We live week to week as it is, we can't afford that. We save money by staying home most nights and weekends, playing games together, watching movies on Netflix, or having our own time on YouTube. This all requires internet.

Then comes Comcast, putting a cap on how much internet we can use before going over the cap and getting additional charges. Surely if the internet was a costly resource, it would've been capped since

the beginning. No, it isn't. It doesn't cost Comcast more money if a customer uses more or less internet, they even admitted it once or twice. THIS is the main problem. They are capping the internet and charging more if you go over, or charging for unlimited internet. But Internet usage does not cost them anything.

The only thing they can charge customers for that actually costs them money, is home installations, being connected to the ISP, modems, and internet speeds. Home installations is connecting the home to the ISP, and modems is renting or buying modems from the ISP(In this case,Comcast). Internet Speed costs is having a better connection, either through better cables to connect to the ISP, or getting priority over other customers when using internet from the ISP. However, in no way, shape, or form is internet usage costing an ISP a single dime. Sure, using their service should cost money, but using more of their service doesn't cost them anything. They aren't pumping water or gas to the house, a resource that is used up. Internet usage is simply being connected to the network and that is it, they aren't spending money to send data to my home network.

Not only that, but while under the cap, you can't stop using data. By that, I mean that if you're close to reaching the cap, it would make sense to turn the internet modem off and think no more data is being used. Nope, that is incorrect. Comcast constantly sends information to your home network. Not only does that mean that unplugging your modem won't stop your data usage from stopping, but that your monthly data you're allowed to use is wasted. The useless information Comcast sends out to your home network wastes your monthly data limits. You could unplug your modem at the start of the month and leave it so until the end of the month, check your monthly usage, and see that 50GB-100GB or so was being used up even though you did not use any internet at all.

They say we have 1TB of data a month, but it might as well be 900GB.

Bottom of the line: Internet usage does not cost Comcast anything, so why is it being capped? There is no other reason, then them trying to earn more money than they already do, even though they are a big monopoly, where many people in plenty of states have no choice but to use Comcast.

Here in New Mexico, only one other company services our address and they don't have even remotely fast enough speeds for a household of 5 adults where 3 of us work from home and 4 of us are students. The internet and reliable speeds are absolutely necessary for our survival through university and in our careers. When we have to start deciding if our data should be used for education or to get paid this week, there is going to be a serious problem likely resulting in poor professional and academic performance. Or the other option is too eat less to cover the extra \$50 a month to continue with the unlimited data we've had under our contract for 7 previous years.

Not only does this affect how our lives will need to carefully balance money, school, and working, but this also directly affects any of our internet subscription services. If I only have enough data to watch 10 episodes on Netflix over a month, that means Twitch, YouTube, and Hulu won't be receiving any ad revenue. This hurts any and all services that are web-based. I use Cloud services for my work. If I have to pick between checking my email everyday or using Canva, I'll have to pick email and not my paid Canva account, and rather utilize some open source offline software. All of the subscriptions we have will be impacted by decreased use, leading to decreased revenue – and if this is not dealt with, these companies will suffer profit losses and have to cut their workforces accordingly, therefore increasing unemployment further!

Just as early as April 2016, the FCC ruled against data caps ([http://transition.fcc.gov/Daily\\_Releases/Daily\\_Business/2016/db0425/DOC-339028A1.pdf](http://transition.fcc.gov/Daily_Releases/Daily_Business/2016/db0425/DOC-339028A1.pdf)) and now Comcast gets a free pass? This impacts lives across the country in harmful and predatory ways to squeeze every penny out of people who have no other choice but to use their service or forfeit having internet. Internet is now a necessity. It's not a commodity. We built the internet into every aspect of our lives and this will directly hinder the continued growth of the United States, sending it further to the bottom of list of Developed Countries.

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**Ticket: # 1307040 - Discriminatory advertising and practice**

**Date:** 11/8/2016 9:52:21 AM

**City/State/Zip:** Irmo, South Carolina 29063

**Company Complaining About:** T-mobile

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## **Description**

I was notified that the Binge On option that T-Mobile provides guarantees that my data limit would not be affected by any programs (in this case WWE Network) that I used to stream video. When my data limit was reached and I tried to inquire about the situation, at first they blamed me for using the data, and finally admitted that because I used a computer to watch WWE Network I used too much data since WWE Network doesn't limit video quality. (The higher quality video uses more bandwidth than other services on the Binge On list.)

It makes sense that T-Mobile would attempt to provide more services to reach out to more potential customers, but what does not make sense is that there was nothing they could do about my inconvenience based on their shortcomings and inability to handle the advertised data usage plan. T-Mobile should not advertise WWE Network on the Binge On list and cut service when the data is higher than they expected.

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**Ticket: # 1307124 - Comcast Data Cap****Date:** 11/8/2016 11:06:08 AM**City/State/Zip:** Bloomington, Illinois 61704**Company Complaining About:** Comcast

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**Description**

I am a Twitch streamer and gamer. Comcast has issued a data cap in my area that threatens to charge me for using an unlimited resource. Previously we have never had a data capacity, and they have imposed one. NOT ONLY this, but we have also been told we have NO option for an unlimited package. This is likely because there is no other competition to them in the area for internet. I was told 3 times that an unlimited option was available, at a cost! But when it came time to decide to add it, I was told they have no option for unlimited. The issue I have is that the internet shouldn't be capped! And if they can get away with putting a cap on it, at least I should get the option to have unlimited.

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**Ticket: # 1307245 - Comcast Data Caps****Date:** 11/8/2016 12:12:20 PM**City/State/Zip:** Roseville, Michigan 48066**Company Complaining About:** Comcast

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**Description**

When I initially signed up for comcast internet (only) in July of this year; no where in the contract did they state that our area had data caps; and the technician that installed our lines told me that there were no data caps in Michigan. 3 months later and surprise surprise, they some how managed to sneak in a clause that stated monthly data caps would now be 1TB in my area. Not only was this sneaky and back handed, it also seems to be a way to deal with "cord cutters" who do not want to sign up for package deals (TV + internet + phone; since those packages do not have data caps). So what they are doing to house holds that depend on steams (netflix, amazon, hulu ect) is effectively bottle necking what they can do with their service. In a house hols that runs 1 streaming service at a time will accumulate between 250-400 GB of data streaming at prime hours 5pm-10pm over the course of 30 days. With 3 streaming platforms this grows to 750-1200GBs; and that is just for watching streaming services; if you incorporate using device for games, social networking, business, emailing ECT this can jump to well over the 1TB cap. Also in today's world people are starting to grow their IoT networks and "smart" homes which constantly have an internet feed (home hubs like Alexa, google assistant; new appliances; door locks; light bulbs) that require more and more data to stay on top of everything.

I only found out about this by checking the "internet" panel of my comcast account by accident by clicking on random links; there was no mail notification or email notification. I have reviewed all of my initial signed documents and nothing states a 1TB cap; I will attach file below.

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**Ticket: # 1307441 - DATA CAPS**

**Date:** 11/8/2016 2:08:00 PM

**City/State/Zip:** I Don't Think So., Alabama 20850-1234

**Company Complaining About:** Comcast

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## **Description**

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion:

<https://gizmodo.com/comcast-will-cap-more-peoples-data-because-of-fairness-1740913276>

. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. "

<https://i.imgur.com/quf68FC.jpg>

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[Ticket: # 1307515 - Data Cap - Locked in to contract with Comcast](#)

**Date:** 11/8/2016 2:37:40 PM

**City/State/Zip:** Tacoma, Washington 98446

**Company Complaining About:** Comcast

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## **Description**

September 2015 I signed into a two year agreement with comcast for cable tv and internet. Today I received a letter stating that they are capping all internet in washington to 1TB but for an additional 50 dollars a month I can be upgraded to unlimited internet. I am not able to get out of my contract with out paying a fee so how are they able to change the terms of my contract with out me agreeing?

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**Ticket: # 1307526 - Comcast Data caps**

**Date:** 11/8/2016 2:44:49 PM

**City/State/Zip:** Lacey, Washington 98503

**Company Complaining About:** Comcast

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## **Description**

As a long time customer of Comcast and having had an unlimited data plan from the beginning of my service I feel that Comcast has changed the terms of service without my consent. Data caps are just another way to squeeze the consumer for more cash. This will become an access barrier to the lower income consumers such as my self. I have a disabled wife and an autistic son and the internet is their line to the outside world. I just started a podcast and as I continue to build the show my usage is going up, however, my income has not increased, show at some point I will be forced to limit my family usage or my shows because of money. This is wrong on so many levels. I don't know if the FCC can do anything about this, but someone needs to put a stop to this as it will only get worse and then only the rich will have access to the internet. Stop it now.

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**Ticket: # 1307564 - Cox Communications implementing data caps and overage fees**

**Date:** 11/8/2016 2:59:14 PM

**City/State/Zip:** Council Bluffs, Iowa 51503

**Company Complaining About:** Cox

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### **Description**

I'm appalled that Cox thinks it appropriate to start enforcing data caps with overage fees beginning this November. This does nothing to prevent congestion during peak times, and all it does is punish consumers who have decided to stop using cable TV and choose to stream their media instead.

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**Ticket: # 1307779 - Comcast's 1TB Data Cap**

**Date:** 11/8/2016 4:47:02 PM

**City/State/Zip:** Vancouver, Washington 98686

**Company Complaining About:** Comcast

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## **Description**

My issues are:

I feel that the data caps and overage fees imposed upon me as a customer are unfair.

There are no other suitable internet provider options NOR is there any other competition in my area, city, or state.

These data caps are a subtle infringement of net neutrality.

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The data caps that came to my area as of October create a 1 Terabyte monthly data transfer limit to any Comcast customer. If I as a customer were to go over the 1 TB limit, I will have to pay \$10 for ever 50 GBs. This is outrageous for many reasons. First, I pay \$60 a month for the fastest internet Comcast can provide me. And if I use 50gb over the cap, I am charged 10% of my usage plan up to a \$200 maximum. 50GB worth of 1000GB is nothing if my household has the potential of using that much data per month. My household has 5 adults, all of which use internet. We easily use up to 800gb a month casually using streaming services such as Netflix, Twitch, or Hulu. We all work full time jobs, and in the off time stream such services. If we had the slightest bit more of free time, we could easily surpass that data cap. Comcast has argued its average user only uses 75GB. I would argue that statement is fraudulent and unfair. I would assume most of its customers use their service for TV, and Internet is a mandatory part of the television package. What of Comcast users that are households like myself with more than one user?

Even if I'm unhappy with all of this, I would gladly switch to ANY OTHER SERVICE that has comparable or slower internet speeds in the trade off for no data caps. But that competition does not exist.

This 1TB Data cap encourages me and those in my household to not use the streaming services that we want to use. This cap objectively stops us from freely using the internet in the way that we choose.

I'm outraged and appalled that in the 21st century it's legal to apply these caps to internet usage and stifle the free will of its users. It doesn't cost Comcast the slightest amount of money to allow users to use such High amounts of data. There is absolutely no proof or evidence that shows customers using as much data as they want slows or even affects the company or other users of that company.

The United States falls behind incredibly in the speed that it actively offers to its citizens and there is absolutely no real competition in the internet provider market.

This is my complaint: I want to pay a FAIR price for a COMPETITIVE internet speed with more than 1 provider, without being capped on how I chose to use what should be classified as a freedom. I feel all data caps are unfair and outrageous no matter how large. If I was given other options of service I would chose them.

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**Ticket: # 1307924 - Data Caps****Date:** 11/8/2016 5:59:12 PM**City/State/Zip:** Northbrook, Illinois 60062**Company Complaining About:** Comcast

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**Description**

I am writing to voice my concern over the implementation of data caps in the ISP industry. With growing dependence on an increase of data, it is vital that data caps be removed from this utility. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

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**Ticket: # 1308140 - Comcast Data Cap****Date:** 11/8/2016 8:47:25 PM**City/State/Zip:** Mundelein, Illinois 60060**Company Complaining About:** Comcast

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**Description**

I don't understand the reason for these data caps. As a family of 4, we might not exceed the 1 terabyte limit now but as we start connecting more devices and start consuming more HD, download our next gen games, or other data dense content I believe we will be hitting those limits sooner than we think. The break down for a family of 4 for the month is 8.3gigs/day/person, which wouldn't be enough for 2 full movies. I work in the IT industry and have years of experience dealing with networks and network traffic. Technology and equipment have vastly outpaced usage, so it's been getting cheaper to move more data. At the university I work at, we tripled our data speed and cut the price as well. It's actually more expensive to keep older network technology. So there is no reason I can think of to place these data caps other than to gouge their customers. I think this is a direct consequence of the lack of competition in my area. The FCC needs to do more to protect competition or allow for municipal infrastructures.

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**Ticket: # 1308147 - Data Caps by Comcast have no basis in reality; Comcast is foisting their greed on the consumer**

**Date:** 11/8/2016 9:03:08 PM

**City/State/Zip:** Portland, Oregon 97233

**Company Complaining About:** Comcast

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## **Description**

Today I received a notice that we had used 90% of the imposed data cap of 1TB for my home connection. I am upset and appalled that Comcast is allowed to get away with truncating my ability to access the internet, and making me pay extra for the privelege of doing so.

First of all, why was everything just fine before September and now things are so drastic that they need to impose these caps? I have been using comcast without incident for about the past 8 years, and only NOW do they see a necessity in enabling a cap for consumers?

Second: the internet is NOT a non-renewable resource. We have usage fees on Water, on electricity, because those things are finite. Internet speed is not one of those things. There is no "limit" to how much one can use up, Comcast can regulate your speed, but they aren't sitting on pools of data waiting to be used by the consumers. Therefore, why is it necessary to cap the usage if it is not something you can have a draught of ?

And lastly, they are providing no concrete proof that the metrics are accurate. Meters on Gas, water, and Electricity have meters that are created by a third party, vetted by the state, and put in place and monitored by the company but verifiable to be accurate, as per law. Who is analyzing, with what metric, and what oversight is there that it is accurate? If I set up a Tomato or DD-WRT router to monitor usage, and it is different than what Comcast states, who am I to believe?

Trust me, if I was in an area that had something other than Comcast, I would switch. And as 4K streaming becomes more commonplace, or e-downloads for large sized video games, how is 1TB an acceptable cap? How are ANY caps acceptable?

There are some things to take note of:

- The \$10/50gb seems to be universal across all cable companies and many DSL companies, despite this price having no relation at all to wholesale data prices (where 50gb would just be pennies). This suggests collusion, or even anti-trust-type illegal activities.
- The 50gb, if not used entirely, is neither pro-rated nor rolled over to the next month... it's \$10 even if you go over the limit by 500 kilobytes.
- The overages apply even to off-peak traffic, meaning that this policy has nothing to do with congestion or network management.

This is Comcast pushing their greed onto the consumer, plain and simple. There are no reasons for these caps, outside of them trying to stifle the usage of streaming services they don't want to compete with. It's unethical, it's greedy, and it harms the consumers.

Plus how, if I signed a contract for Comcast before the Data Caps were in place, is this not a bait and switch? I'm fine with paying the price that I pay for internet. It is expensive, but necessary to my life. When I signed up there were no data caps in Oregon, but now, 6 months into my contract, there are. Why am I not exempt? How is this not them breaching the contract? This is basically a bait and switch for anyone who had a pre-existing contract with them, and with 2 year agreements with ETF, switching becomes untenable because THEY decided to change the rules. If they had the data cap when I entered into the contract, I would understand that I knew the risks. But now, they put a cap on the service, and if I want to switch because of this new draconian tactic they GET to charge me an ETF fee for "breaking the contract"? Where's my ETF fee for their decision to change the terms on me?

Regulation needs to be done on this, otherwise consumers will continually be overcharged or taken advantage of only because they wish to use the internet.

I expect Comcast to take these issues seriously and provide me with answers to ALL of the questions with justifiable answers, or exempt my account from the data cap. I have not received any message from them about my PRIOR FCC complaint about the data cap before it was introduced. They are already breaking the rules there as well. If you don't want to respond to the rising number of complaints to the FCC about your unethical practices, then perhaps you should not impose an arbitrary cap.

What they are doing is unscrupulous, unprincipled, amoral, and purely based on greed. Not on network or consumer safety, or consumer satisfaction.

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[Ticket: # 1308198 - Comcast Data Caps // Unwanted added services](#)

**Date:** 11/8/2016 10:58:26 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently added services onto my account and did not inform me in any way that they did this. I found out that I had these new services only when I saw my most recent bill. On top of this, I know Comcast is instituting a new 1 TB data cap plan. This new data cap is unregulated abuse .

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[Ticket: # 1308202 - Data cap comcast](#)

**Date:** 11/8/2016 11:04:30 PM

**City/State/Zip:** Labelle, Florida 33935

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed as of this month for my area a 1 TB data cap for my Internet me as well as many of my friends easily exceed that I do my schooling online and I do a lot of gaming and streaming this data is insufficient for the modern consumer we're more and more items are becoming Internet dependent

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[Ticket: # 1308266 - Comcast](#)

**Date:** 11/9/2016 2:13:38 AM

**City/State/Zip:** Fort Collins, Colorado 80526

**Company Complaining About:** Comcast

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## **Description**

Comcast putting a 1TB data cap but specifically excluding their own TV streaming is the definition of net neutrality. They can't run rampant with a monopoly like they have been.

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[Ticket: # 1309333 - Data Caps](#)

**Date:** 11/9/2016 6:56:40 PM

**City/State/Zip:** Yulee, Florida 32097-6559

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently imposed a data cap of 1TB a month. This is ridiculous given the fact that switches forward the IP packets at a predetermined rate and has no bearing on usage. This is why faster speeds cost more money. Usage is not a metric as your usage doesn't cost the cable company any more money.

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**Ticket: # 1309410 - Extremely low data caps**

**Date:** 11/9/2016 7:58:23 PM

**City/State/Zip:** Youngstown, Ohio 44511

**Company Complaining About:** Armstrong Cable

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## **Description**

Dear Sir or Madam, I have internet only service from Armstrong Cable in the Youngstown, Ohio area. Armstrong has a 200GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Armstrong over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 200GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Armstrong's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as extremely and arbitrarily low compared to other cable providers such as Time Warner (no cap) and Comcast (1 Terabyte limit)and with no option in my area to use a competing service. the implementation of only metering signals not originating from Armstrong as a preferred programming provider as opposed to the fair playing field intended by the FCC.

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[Ticket: # 1309445 - Comcast internet data cap](#)

**Date:** 11/9/2016 8:26:45 PM

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

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has introduced internet data cap on their cable internet service in my area. This seriously interferes with my ability to subscribe to internet based TV service (such as Playstation Vue or Sling TV). The cap currently is set to 1 TB, but it's very easy to exceed that limit when subscribing online TV services. I believe Comcast has done this deliberately to limit competition for their cable TV subscribers. This new limit seriously limits my ability to explore any other TV option other than what is offered by Comcast.

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**Ticket: # 1309960 - Possible unstated data caps?****Date:** 11/10/2016 12:02:25 PM**City/State/Zip:** Fonda, New York 12068**Company Complaining About:** Frontier Communications

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**Description**

We have been using Frontier internet for several years, largely because they are the only non-satellite ISP in the area. Most of the time, we are rarely around and use very little bandwidth. Over the past two months, I have been attempting to work from home, and have been using the internet more. A couple weeks ago I downloaded probably 50 or so pictures that were sent to my email from various people who were at an event I had helped organize (in a volunteer capacity). There have been other increases in our internet usage --though our internet is NEVER fast enough to watch a video, it is always less than 2.5 mbps whenever we do a speed test, and often less than 1mbps. (Our Frontier bill does not say what speed we are paying for/contracted to get).

At any rate, our internet has now been out since October 29, and Frontier is insisting that they are not coming to fix it until November 23rd. This is unusual. We are frequently forced to go without internet for several days, but never several weeks. The Frontier customer service rep two days ago (we call every day or every couple days) told me that she had never, in her time working there, seen a ticket be stretched out for so long, and she could not understand why Frontier was taking so long to fix the issue. It seems earlier times could be made available. She referred the issue to a manager, but so far we have still not heard back.

This gives me the impression that Frontier is trying to punish us for something. Perhaps because I have been calling much more than before to complain when there is an outage (outages are CONSTANT, largely due to the equipment/wiring Frontier refuses to fix), and because I have been demanding reimbursements. But this punishment could also be levied upon us because we have been using more internet. or perhaps Frontier does not like the news pages/political persuasion of our news pages? I don't know exactly what is going on, but I do know that even to a Frontier representative and her manager, this purposeful refusal to fix our complete lack of internet and phone service is incredibly unusual, never before seen, and yet is ongoing.

I am listed on the bill, among two others who share the service. Frontier sometimes tries to say that I am not (primarily/only when I bring up issues of reimbursement for outages). They may try to say this to you. This is not true. I am on the bill. And I am presently the primary internet user, along with one or two other part-time co-residents who are not listed on the bill.

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[Ticket: # 1310348 - Xfinity data usage limits / charges](#)

**Date:** 11/10/2016 3:10:33 PM

**City/State/Zip:** Los Gatos, California 95033

**Company Complaining About:** Comcast

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## **Description**

Xfinity is my only viable internet access provider at my house. I work from home and have 3 teenagers, we have opted not to have TV in the house to avoid the constant invasion of advertising into our lives, and so in consequence use a fair amount of data for appleTV movies, Netflix and so forth.

Xfinity, who would financially prefer us to use pay for and use their TV feed is in effect acting as a monopolist as I have no viable alternative providers. They are not proving any form of proof of their metering of my usage and no independent verification of accuracy.

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[Ticket: # 1310633 - Comcast charging for data cap](#)

**Date:** 11/10/2016 5:49:24 PM

**City/State/Zip:** Buckner, Missouri 64016

**Company Complaining About:** Comcast

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### **Description**

It is sad that they have changed a contract that I signed with a 3 year price lock. They have called me and told me that I am now going to have to pay 50\$ extra a month that wasn't in the contract that I signed because of a new data cap.

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[Ticket: # 1310919 - Comcast Data Cap](#)

**Date:** 11/10/2016 9:14:43 PM

**City/State/Zip:** Albuquerque, New Mexico 87110

**Company Complaining About:** Comcast

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## **Description**

Contract with Comcast was for unlimited data. Comcast has now implemented a 1TB data cap.

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[Ticket: # 1310934 - Comcast violating FCC guidelines in Washington](#)

**Date:** 11/10/2016 9:45:29 PM

**City/State/Zip:** Battle Ground, Washington 98604

**Company Complaining About:** Comcast

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## **Description**

By enacting a 1tb data cap, Comcast is breaking net neutrality laws and the consumers are suffering as a result

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**Ticket: # 1310990 - Comcast XFINITY 1024 GB data cap**

**Date:** 11/10/2016 11:04:05 PM

**City/State/Zip:** Hayward, California 94544

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently rolled out a 1TB data cap in my area, claiming to be generous and arguing that no reasonable use of this utility could hope to exceed such a threshold. Perhaps if I lived in a household with just my spouse and a child or two, this would be a somewhat accurate assertion, however I live in a household with 4 adults and a young child. Furthermore, as bandwidth requirements for online services continue to increase as our country's internet infrastructure grows, this will not be tenable in the near future. Allowing an anti-consumer practice like this to become the norm is a dangerous precedent to submit ourselves to. It is up to the FCC to step in and protect the consumer from money grubbing cable companies who issue arbitrary restrictions that unfairly affect consumers in the name of their bottom line. Furthermore, I pay for a 100 mb download speed, at any given moment I get about 75% of. My hardware is not the bottleneck in this case. How is it legal for a cable company to advertise speeds that they do not fulfill. It is notable that when my service started two months ago, this was not a problem.

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**Ticket: # 1311028 - Wired Internet Data Caps****Date:** 11/10/2016 11:50:41 PM**City/State/Zip:** South Salt Lake, Utah 84115**Company Complaining About:** Comcast

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**Description**

I signed up for Comcast internet wanting to try it...I wasn't concerned that the trial would cost money because they offer a 100% satisfaction guarantee for the first 30 days....I kept the service but 1 month later I get an e-mail saying the unlimited services I am paying for are now capped at 1TB and for each additional 50GB will be charged @ \$10.....I called to make sure the original agreement would be upheld but sadly they informed me it would not and that I would be under the new usage plan.....well I'm now locked into a one year contract and I average 1300GB a month so I'm screwed....I called them and they did offer to waive the early cancelation fee but refused to cover the installation fee..... I feel they are doing this to stop people from getting streamed TV from anyone but them....but I have no other real option that will work with my streaming usage, so I'm stuck with an outrageous bill that I never agreed to when starting up

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[Ticket: # 1311048 - Data limits from Xfinity](#)

**Date:** 11/11/2016 12:44:24 AM

**City/State/Zip:** Santa Cruz, California 95060

**Company Complaining About:** Comcast

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## **Description**

I believe the new data limits imposed by Comcast/Xfinity is a way around Net Neutrality. By imposing a data cap customers are not as free to forgo Comcast Cable for an online streaming service.

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**Ticket: # 1311102 - Cox Data Caps**

**Date:** 11/11/2016 4:46:07 AM

**City/State/Zip:** Macon, Georgia 31210

**Company Complaining About:** Cox

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### **Description**

I have Cox internet for near two years. It comes to my attention that they will be imposing a data cap to my internet. They are not offering a decreased price, seeing as I'm getting less at this point I would expect some sort of decrease. There is also no option to resume my internet service without a cap. Sadly there are no viable alternatives in my area so I feel powerless and figured I'd reach out in the only way I knew how.

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**Ticket: # 1311584 - Comcast Data Cap**

**Date:** 11/11/2016 2:59:38 PM

**City/State/Zip:** Murray, Utah 84123

**Company Complaining About:** Comcast

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## **Description**

Comcast Xfinity has added a data cap to my account and continues to deliver speeds well below what I am supposed to get. They also have slowed traffic from streaming sites, such as Netflix, but increase speeds when I try to run a speed test.

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**Ticket: # 1311618 - Comcast Data Cap****Date:** 11/11/2016 3:25:14 PM**City/State/Zip:** Rancho Cordova, California 95670**Company Complaining About:** Comcast

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**Description**

Comcast has is now requiring a 1TB data plan, they call it data plan instead of cap, and asking for and extra 50 dollars for unlimited is just completely unfair. As 4K streaming and other providers start rolling out soon with GB updates and files people will start to go over those limits and comcast will with the speeds they have and monopolize the area, as they are the only ones with those speeds. Customers are soon going to exceed that data cap and comcast is trying to get ahead and make money out of it. Because who else are you going to choose? Please do something about this.

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**Ticket: # 1311786 - Comcast Data Caps**

**Date:** 11/11/2016 4:47:17 PM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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## **Description**

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint.

Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves. I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

  


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**Ticket: # 1311900 - Comcast Data Cap**

**Date:** 11/11/2016 6:08:05 PM

**City/State/Zip:** Lansing, Michigan 48915

**Company Complaining About:** Comcast

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## **Description**

Comcast introduced a data cap to my internet plan this month. One of the main selling points that was mentioned while I was shopping for internet access by the Comcast representatives was the unlimited X Mb/s. However now that doesn't matter even though I'm locked into a plan with them. So they changed the terms of my plan while I signed a different one, and the change is an arbitrary data cap that does not represent the service I originally bought.

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**Ticket: # 1312078 - Open Internet**

**Date:** 11/11/2016 8:51:30 PM

**City/State/Zip:** Aloha, Oregon 97006

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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**Ticket: # 1312106 - Internet Data Caps**

**Date:** 11/11/2016 9:17:43 PM

**City/State/Zip:** Rio Vista, California 94571

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out a new 1TB Data Cap Nationwide, this an issue for those of us that use a lot of data for our jobs and hobbies such as programming and entertainment fields such as YouTube or consuming Netflix. With technology becoming more an more data dependent with 4k becoming a popularized feature more data is needed than ever before. Not only are these restrictions unneeded but Internet in today's era is more of a necessity than a privileged; please continue your work to reclassify internet into a utility and sanction Comcast for their actions.

Thank You

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[Ticket: # 1312196 - Cox forcing data caps](#)

**Date:** 11/11/2016 11:14:24 PM

**City/State/Zip:** Macon, Georgia 31210

**Company Complaining About:** Cox

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## **Description**

Cox has recently sent out a letter telling us they will be enforcing a 1TB datacap with a \$10 per 50GB charge. This is a completely absurd tactic and if you do that math, that means they value the original 1TB at \$200/month when it is in fact much much less.

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**Ticket: # 1312283 - Comcast Data Cap unfair.**

**Date:** 11/12/2016 3:14:44 AM

**City/State/Zip:** Fremont, California 94538

**Company Complaining About:** Comcast

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## **Description**

Comcast started enforcing data caps on California and its unfair to us since we don't own cable TV and we stream all of our content through the Internet. It is very easy for us to reach the cap, specially when streaming 4K content from Netflix. We are a family of 3, two of us which we play a good amount of video games online. Moreover one of us work from home and rely on the Internet to be readily available and due to the nature of the work a good amount of data is transmitted. We feel part of the problem is that we have no decent alternative. The apartment complex was pre-wired with Comcast and no other cable Internet id available. Finally, we can't install any antenna on the apartment to try an alternative leaving us with one last time choice, ATT UVerse which has a horrible ping and due to the lack of good signal is not able to maintain its throughput in our location.

Please, do something, data caps shouldn't exist at all. The Internet needs to become a similar affordable and available service such as electricity.

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[Ticket: # 1312295 - Been more than 30 days- dead silence](#)

**Date:** 11/12/2016 4:46:49 AM

**City/State/Zip:** Menlo Park, California 94027

**Company Complaining About:** Comcast

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## **Description**

REQUEST #1249902

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**Ticket: # 1312308 - Comcast data caps**

**Date:** 11/12/2016 6:24:39 AM

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

**Company Complaining About:** Comcast

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## **Description**

Hi,

Our household was recently informed that Comcast is rolling out monthly data caps in our area. Comcast has a monopoly in our area, so we have no other option for internet service. We regularly have billing discrepancies, and now we are facing a cap on the amount of internet we can use per month. The overage charges are ridiculous.

Comcast has a monopoly in our area, otherwise we would switch providers. Can you guys please do something. This is ridiculous.

Comcast does not care about our complaints. It is ridiculous that when we call, it takes multiple calls of waiting on hold just to voice an opinion.

They always say they are going to fix the issue, but the very next month we have the same billing issue and have to go through hours of being on hold.

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**Ticket: # 1312404 - Data Caps**

**Date:** 11/12/2016 11:14:18 AM

**City/State/Zip:** White Haven, Pennsylvania 18661

**Company Complaining About:** Metrocast

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## **Description**

I currently pay for the highest level service that I am offered, but am capped to a limit of 350GB usage per month. In a world where streaming a 4K movie can use 50GB in one hour, or downloading a game can use 40-80GB, I end up having to ration my usage instead of enjoying all the different types of content that are available. These caps are implemented under the guise of fair usage, or network management, but that would only be true if every single person who is on the network was actively downloading something every day, all day. Even those of us who are heavier users would not in any way impact the overall network stability with unlimited usage. These caps are a draconian method to attempt to keep people from cutting the cord. I do hope that the FCC can sooner than later take a strong look at the practice of data caps, that perhaps they can be abolished like they are in so many other developed nations.

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**Ticket: # 1312532 - Comcast Internet Data Cap**

**Date:** 11/12/2016 2:24:54 PM

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

**Company Complaining About:** Comcast

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**Description**

My account has had a data cap added onto it without my knowledge. Not only does this seem unnecessary, as I have been using Comcast for months without any restrictions on either my speed or data limits during high usage times, but now I have to pay an extra \$10 for an extra 50 GBs of data over 1TB. This seems like it breaks net neutrality rules as it punishes users who wish to receive movie and television content using their internet service instead of their cable service

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**Ticket: # 1312611 - Complaint about Comcast's New Data Caps****Date:** 11/12/2016 4:00:33 PM**City/State/Zip:** Fremont, California 94539**Company Complaining About:** Comcast

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**Description**

I've recently gotten a letter from XFINITY that they are imposing a new data cap on my home Internet plan. There is no reason stated in the letter for them in imposing this cap, and I have great concerns about how they are metering the data, as they refuse to give details about that. Even though a 1 TB cap is higher than what XFINITY is setting elsewhere in the US, there seems to be no safeguards against them lowering the price. I keep my work for photography backed up online in services such as Dropbox and Google Drive, and in the case where my hard drive fails and I'd need to restore from it, I can easily exceed the cap and get price gouged. XFINITY should charge me by the speed at which I can get my data (i.e. like today), rather than the actual amount of data I consume, as that itself costs close to nothing. As there is no competition in my area, I'm filing this complaint as it would stifle innovation and is an unfair billing practice.

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**Ticket: # 1312616 - Comcast's Data Usage Cap****Date:** 11/12/2016 4:04:09 PM**City/State/Zip:** Redmond, Washington 98052**Company Complaining About:** Comcast

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**Description**

To whom it may concern,

I am writing to protest the ridiculousness of the data usage limits isp's are currently moving towards. By having a monopoly of service coverage (like Comcast) or by all of the big name isp's 'coincidentally' starting to limit data all at the same time, it has prevented people like me (a fulltime student pursuing a BS in Computer Science) from being able to complete my work. I don't have a ton of money, but it is crucial for me to use the internet to complete my assignments. I already only have so much time in the day, so moving big files and quickly is the only way to complete work. These companies are overstepping their bounds, knowing that they don't have any real competition. In fact, where I live I am only offered one choice, and that is Comcast. I don't expect them to work against their own self interest, but I do believe in affordable fast Internet coverage in a day and age where it is mandatory for some work. The fact that they can hold it hostage like this is Orwellian to put it simply. If nothing gets changed, it will hurt businesses like Youtube and Netflix, and it is already hurting consumers.

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**Ticket: # 1312686 - Comcast Data Cap**

**Date:** 11/12/2016 5:49:33 PM

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

**Company Complaining About:** Comcast

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**Description**

Out of nowhere Comcast decides to impose a data cap on us. For years we have gone without a data cap and never heard a single complaint from them. Now they decide they can spring surprise charges upon us. I had to find out on my own that they imposed this cap. I was not sent any sort of notification.

Data caps should be illegal. Bandwidth is not a limited resource and the bills they send probably cost more than a gig of data. Please look into this, especially since Comcast is only doing it to select areas. They also offer unlimited if you pay an extra \$50, so it seems very easy for them to provide unlimited if they wanted. They claim less than 99% of their customer base use less than 5GB a month. They should reassess that claim and look at family households too. If it really is less than 99% why is it necessary to cap people?

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**Ticket: # 1312709 - Comcast 1TB Bandwidth Cap**

**Date:** 11/12/2016 6:31:46 PM

**City/State/Zip:** Layton, Utah 84041

**Company Complaining About:** Comcast

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## **Description**

Comcast has been rolling out 1TB limits on their customers and this is unfair. I spend the majority of my time on the internet and the things I enjoy doing the most take up large amounts of bandwidth. I spend a lot of my time on Twitch.tv, a service designed for video game streaming. This issue affects both watching and broadcasting on this website. The video games other broadcasters and I download are quite large and the bandwidth drained by streaming at high bit rates makes this limit almost impossible not to pass. Comcast might say that this is a quality of service measure designed to make sure everyone has good internet, but I disagree and believe it is almost purely a business decision judging by Comcast's inadequacies when it comes to other areas of quality of service. The internet is becoming more and more of a necessity in the world and the United States is running behind in terms of ISP's. We need to ensure that Internet providers do not take advantage of their customers for their own financial gain.

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**Ticket: # 1312819 - Recently imposed data caps on a high speed unlimited data internet plan**

**Date:** 11/12/2016 10:03:16 PM

**City/State/Zip:** Moss Beach, California 94038

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently imposed a 1TB data cap on my unlimited-data high speed internet plan. I pay \$100 per month for 300mbps download speeds, and 30mbps upload speeds.

This unbelievably low data cap of 1TB allows me to use the service, I pay a lot of money for, for a total of ~7.6 hours a month before I hit these new Draconian data caps of 1TB.

In a 31 day month, there are 744 hours. That means I can use the bandwidth, that I pay a lot of money for, for ~1% of the month before I hit the newly imposed data cap.

Why am I paying \$100, for their highest tier service in my area, to only be able to use my connection for 1% of the month?

This is ludicrous. I have ~800 games in my Steam library, totaling nearly 5TB in total size. That means when I build a new computer, it will take me 5 whole months to install all of my games under Comcast's obscene 1TB data cap. 5 MONTHS before I can install the games I paid for?!

I backup all of my important data to a cloud backup service. The data being backed up totals ~7TB. This means to complete my backup of all my important data will take 7 months under these data caps imposed by Comcast. That's 7 months where my data is vulnerable to data lose, while I wait for the backups to complete under the new Comcast data caps.

I have computer monitors, and televisions, with 4K resolutions. 4K streaming via Netflix utilizes 7GB per hour of content. This means with two 4K streams running in my house, I am allowed to watch the content I pay good money for, for a total of 3 days of the month (~73 hours of viewing time).

This 1TB data cap is extremely cumbersome in my ability to enjoy the games I play, in my ability to use my cloud backup service to backup my important files for safe keeping, and my ability to enjoy the entertainment services I pay good money for every month.

These are just a few examples of how these newly imposed data caps are beyond unreasonable. It can't be emphasized enough: if I use the 300mbps download speeds I am paying Comcast for, I can run my internet connection for only ~7.6 hours! Again, I can only use the service I pay monthly for, for 1% of that month.

This data cap needs to be reverted, and my unlimited data high speed internet plan restored.

Sincerest regards,

-Frustrated Comcast customer

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[Ticket: # 1312882 - Xfinity 1 TB data cap](#)

**Date:** 11/13/2016 12:16:47 AM

**City/State/Zip:** Pacifica, California 94044

**Company Complaining About:** Comcast

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## **Description**

I started getting warnings from Xfinity that my household is using too much data. We have done nothing out of the ordinary -- we watch Netflix, TV, work from home and listen to music. Somehow this is too much data and we must pay \$50 more. It literally costs nothing for Comcast to provide this service whether we use 0 data or 100TB.

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**Ticket: # 1312914 - Comcast modifies HTML websites**

**Date:** 11/13/2016 2:06:04 AM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## Description

Comcast injects javascript code in non-comcast websites when browsing on a comcast cable account.

Here is a snippet of the code that got injected into websites I was visiting:

```
// Copyright (C) 2015 Comcast Cable Communications, LLC
// Contact Us: http://customer.xfinity.com/contact-us/
// Intended use of this message is to display critical and time sensitive notifications to customers.
/*
[...]
```

```
var _ComcastAlert = (function(){
    return {
        SYS_URL: '/e8f6b078-0f35-11de-85c5-efc5ef23aa1f/aupm/notify.do'
        , dragObj: {zIndex: 999999}
        , browser: null
        , comcastCheck: 1
        , comcastTimer: null
        , xmlhttp: null
    }
[...]
```

Attached, please find the full website source code with Comcasts injections at the end.

Thus, comcast can intercept all my browsing activity, modify it, and interfere with it.

They do this to inform me about my data cap usage (which I already filed another complaint against).

I am concerned this violates my privacy.

I think this is an unlawful modification of computer systems and should be punished.

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**Ticket: # 1312928 - Cable One Anti-Consumer Data Caps****Date:** 11/13/2016 3:05:15 AM**City/State/Zip:** Nampa, Idaho 83687**Company Complaining About:** Cable One

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**Description**

I live in near Boise, Idaho, and where I live, there are 2 internet providers. CenturyLink and CableOne, so there is very little competition regarding internet providers in this area, but I signed up for that when choosing to live here, so that is not the problem. The problem is that because of this, there developed an anti-consumer situation between these providers. CenturyLink does not offer reasonably fast internet speeds. Because of this, CableOne has decided to lure customers by offering amazingly fast speeds to consumers because of their infrastructural advantage; sometimes up to 10 times the fastest speeds offered by CenturyLink. This would be very beneficial to consumers, except for the fact that CableOne then implemented ridiculously low data caps on every single one of their service plans, each speed's data cap getting more ridiculous than the previous one, and then when customers (almost inevitably) break this cap, they get forced into buying a "reasonable" larger data plan for a large price hike and a marginally higher data cap. For instance, their slowest speed offered at my location is 100mbps. The data cap on this plan is 300GB in a month. CableOne now offers a service called GigaOne, their fastest plan, which is 1000mbps (or 1Gbps). This plan has a 500GB data cap. For reference on how low this is, per my calculation, if a customer used this full 1Gbps speed, they would surpass their MONTHLY data cap in 1 HOUR. This is ridiculous, it's like giving someone a Ferrari and 3oz of gas in the tank and then selling expensive test drives on it. It is 2016, and in this day and age, someone can use 500GB in a couple days, ESPECIALLY when one takes into consideration common, popular things like 4K Netflix streaming that can use 15+ GB for one single movie or TV show episode, digital game downloads sometimes up to 80GB, music streaming services, online classes, online employment, and so many other services that simply require a lot of data. CableOne is intentionally throttling people's data to harm the consumer by forcing them to upgrade their internet services, even if they don't want to, and making them spend more money for something that they don't want (or need). I noticed that data caps were made illegal for other internet service providers who were doing something similar. What I am asking is that the FCC impose similar prohibition on data capping where I am living for CableOne. They are benefitting nobody by limiting their data. If these caps were made illegal, then everyone in the area would benefit. I would greatly appreciate if there were some way to ensure that there were a reasonable Internet provider for Idaho citizens. We have 2 options: CableOne, which is fast but unethically anti-consumer when it comes to data regulation, or CenturyLink, that is reasonably priced and unlimited, but painfully slow (only 5mbps maximum in my area). Neither of these options are particularly suitable, and as someone who relies heavily on the internet for everything from my schooling, to shopping, to supplemental income, to entertainment; fast, unlimited internet is something that is invaluable to me, and most of the people I know. All I ask is that you do something to ensure that Idahoans can have access to it.

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**Ticket: # 1313018 - COMCAST SETTING THE LIMIT ON INTERNET USAGE**

**Date:** 11/13/2016 10:38:49 AM

**City/State/Zip:** Naperville, Illinois 60540

**Company Complaining About:** Comcast

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### **Description**

All of a sudden starting in October of this year, i've been getting warning message from Comcast about getting close to my set limit. i thought this was some kind of a joke or somebody phishing my internet . this is aggravating and not right. i was not aware of this limit at all. if this is persisting, i will have to look for another carrier. I do work from home and uninterrupted internet is a must.

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[Ticket: # 1313142 - Bandwidth Caps and Cost Increases](#)

**Date:** 11/13/2016 2:15:36 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** Comcast

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### **Description**

Comcast implemented a bandwidth cap without notice, altering the contract and not allowing consumers to terminate without penalty.

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[Ticket: # 1313161 - Data Cap limit](#)

**Date:** 11/13/2016 2:27:16 PM

**City/State/Zip:** Denver, Connecticut 80205

**Company Complaining About:** Comcast

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## **Description**

this is unfair that Comcast has no direct competition and can do what they want such as a 1TB data limit. TV Streaming is being used widely and 1TB is not enough for streaming 4k video for a month. there shouldn't be limits on how much a user can use with no roll over. why am i paying for a service i can not fully use. also i have received this limit without any notice of information of the breach of contract until days after the limit has been set.

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**Ticket: # 1313180 - Harmful and Hostile Consumer Data Caps**

**Date:** 11/13/2016 2:42:48 PM

**City/State/Zip:** Logan, Utah 84321

**Company Complaining About:** Comcast

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### **Description**

Due to lack of broadband competition, Comcast has issued consumer hostile policies to add data caps in my area. Removal or compromise was unsuccessful on the phone.

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**Ticket: # 1313263 - Comcast Data Cap Limitations**

**Date:** 11/13/2016 5:04:52 PM

**City/State/Zip:** Denver, Colorado 80223

**Company Complaining About:** Comcast

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**Description**

To whom it may concern:

Recently I received an email from Comcast (my ISP provider). Here is the summation of that email:

We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month

I feel this violates the net neutrality act. In an email to their customer service I ask note that: As an IT Employee, I routinely use the internet to conduct my business. This policy has the potential to restrict my business and in turn my family's means of income.

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**Ticket: # 1313426 - Data Caps**

**Date:** 11/13/2016 8:28:51 PM

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

**Company Complaining About:** Comcast

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## **Description**

I've been enjoying unlimited internet along with millions of Americans for the past decade or more. Now, all of a sudden, Comcast feels the need to put an artificial limit on the amount of data I consume each month. What's more is that there isn't even a valid reason they can come up with to justify this. Because as it sits, I am paying for both the speed and the amount. That's asinine and they're completely double dipping. They say that there's a low amount of people using more data over the terabyte cap, well if that's the case then why are they enforcing it? It doesn't make any sense unless you view it as a cash grab. The whole reason for this cap is so that they can recoup lost profits from people cutting the cable cord and going to just internet services.

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**Ticket: # 1313512 - Comcast Data Caps**

**Date:** 11/13/2016 10:41:33 PM

**City/State/Zip:** Tacoma, Washington 98406

**Company Complaining About:** Comcast

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## **Description**

This month Comcast rolled out data caps in my area (Seattle Metro). I am now allowed only 1 TB of data a month.

This is obviously a price grab by Comcast. Beyond that, Comcast has been known to make mistakes in monitoring customers' data, resulting in underserved overage charges.

This is my vote against data caps and in favor of an open and neutral internet.

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**Ticket: # 1313517 - Comcast Data Caps**

**Date:** 11/13/2016 10:55:41 PM

**City/State/Zip:** Ann Arbor, Michigan 48105

**Company Complaining About:** Comcast

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### **Description**

Comcast is charging me for data that isn't even reaching my network. Effectively, someone could decide to hike up my bill by sending data to me, forcing me to pay overage fees. In addition, a 1TB cap is very easy to blow through, and advertising internet at a rate with data caps is a form of false advertising.

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**Ticket: # 1313528 - Data Cap**

**Date:** 11/13/2016 11:06:43 PM

**City/State/Zip:** Folsom, California 95630

**Company Complaining About:** Comcast

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## **Description**

I have a growing household of dependents ; both young and old. We all use the internet connection. I am now getting warnings that I am approaching an arbitrary data cap of 1TB. Comcast is the only provider in my area that can provide enough bandwidth to support my household. Based on my calculations if we were to fully use our internet connection non-stop we would hit this limit in just under 30 hours.

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**Ticket: # 1313553 - Data Caps**

**Date:** 11/13/2016 11:33:15 PM

**City/State/Zip:** Coon Rapids, Minnesota 55448

**Company Complaining About:** Comcast

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## **Description**

I signed a 2 year agreement with Comcast in late 2015 for TV and internet with unlimited data. Beginning November 1st I was informed that I would now have a monthly data limit. My services offered have therefore been reduced significantly and the terms of my contract have changed. When I contacted Comcast they said they would not be reducing pricing (despite reducing service), and also would not be allowing me to exit my contract without an early termination fee. These data caps should be illegal if under contract with a customer. Also I would hope our government officials would ensure service providers do not limit access to information, or retroactively try to charge more for the same services previously provided. Also it was said that watching Xfinity content would not count towards the cap, which also gives them an illegal advantage over other providers of internet content going against the best interests of the customer.

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**Ticket: # 1313616 - Internet data limit from Cox Communications**

**Date:** 11/14/2016 3:12:58 AM

**City/State/Zip:** Cantonment, Florida 32533

**Company Complaining About:** Cox

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### **Description**

My current ISP has informed me that I will now have a 1 TB data limit. And after that I will be charged 10\$ for every 50 GB. Is this legal ? And does this violate any law set by the FCC?



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[Ticket: # 1313951 - Data Cap on home Internet](#)

**Date:** 11/14/2016 12:25:55 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently imposed a data cap on my home internet connection.

This is not only unfair but completely unnecessary and should be banned by the FCC.

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**Ticket: # 1314117 - Data Caps from Shentel Cable**

**Date:** 11/14/2016 1:43:39 PM

**City/State/Zip:** Glen Jean, West Virginia 25846

**Company Complaining About:** Shentel Cable

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## **Description**

We were locked into a contract for a full year before Shentel Cable gave us a data cap. Now, every month, we have to treat our internet usage like we're starving and rationing food. It's gotten to the point where I tell my guests that we're having internet problems, just to save myself from having to pay the outrageous overage fees. It's a completely unnecessary hassle that was only implemented to suck more money away from their customers.

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**Ticket: # 1314467 - Data Caps restricting online media consumption**

**Date:** 11/14/2016 4:07:45 PM

**City/State/Zip:** Pensacola, Florida 32514

**Company Complaining About:** Cox

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## **Description**

Cox is now enforcing a 1TB data cap with \$10 overages per 50GB. As a home with numerous streaming services and a family of 6, we regularly go over this amount. We dropped cable TV/DVR service when we switched to online streaming through SlingTV. The new restrictions place a 1TB cap on all plans available in my area through Cox, which provides the fastest internet in the region sold to consumers. Their (Cox) fiber plan is not available in my region, and there is no way to upgrade our plan to remove or increase these caps.

Their new enforcement and change in their data caps makes it harder to stream media through services such as YouTube, Netflix, Sling and other online services without incurring a fine. Their new caps favor their own cable and on demand service.

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[Ticket: # 1314622 - Comcast usage cap](#)

**Date:** 11/14/2016 5:02:10 PM

**City/State/Zip:** Spokane, Washington 99203

**Company Complaining About:** Comcast

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## **Description**

I have made the choice to use Comcast exclusively for internet. I use various other competitors on the internet for TV(i.e. Netflix, Hulu) Comcast has recently imposed data caps with outrageously high overage prices. I feel that this is forcing me to use them rather than one of the competitors for TV. I would choose to boycott Comcast if another internet service provider of their caliber existed in my area. Centrylink is the only other service provider within reason and their speeds are 30x slower in my area. Let's face it this day and age 3mbps is hardly broadband internet.

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**Ticket: # 1314665 - Data caps aren't not pro-consumer**

**Date:** 11/14/2016 5:21:17 PM

**City/State/Zip:** Bellingham, Washington 98225

**Company Complaining About:** Comcast

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## **Description**

I recently received an email from Comcast concerning a previous complaint I had. I am doubling down on that complaint.

I am a former Comcast customer and live in a household with someone who is currently the subscriber to Comcast, so bringing that up is irrelevant.

They then claim that data caps are pro-consumer, which is a DIRECT and BOLD-FACED LIE. Data caps exist as a means to generate more profit. Period. There is no factual or logic reason to have data caps besides it being another form of revenue. Data caps are harmful to everyone except Comcast, and are actually very dangerous for the future of the internet.

You need to step up and prevent Comcast from any more data caps, and force them to roll back any existing data caps. It's completely and utterly asinine.

I'm actually offended by the "automatic reply" I received from Comcast with its bold assumptions that I am an ignorant consumer.

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[Ticket: # 1315018 - Comcast data caps](#)

**Date:** 11/14/2016 8:46:54 PM

**City/State/Zip:** Anderson, Indiana 46013

**Company Complaining About:** Comcast

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## **Description**

Hello,

I feel the Comcast data caps are unfair to those people and businesses who work online. Having to pay \$50 extra per month to remove the cap is basically extortion for access to 1's and 0's.

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**Ticket: # 1315099 - data caps and zero rating**

**Date:** 11/14/2016 10:00:15 PM

**City/State/Zip:** Lafayette, Indiana 47905

**Company Complaining About:** Comcast

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## **Description**

I live in a small bubble in which Comcast is the only option for internet access (clarification: I can get DSL or wireless, but those speeds are not functional for someone who consumes media in any capacity in 2016). It is what it is. Recently, I received an email telling me that I will now have a data cap. They call it a 'data allowance,' but semantics do not change the nature of a thing. Comcast acts like 1 TB is a ton of data. You probably think it is. Fast forward a bit. You now stream Netflix in 4k. Yeah, that comes to ~7 GB of data per hour. Doesn't sound bad, right? You know, unless you have multiple people watching shows or movies...but that would never happen, right? After all, a family could never average four to five hours of Netflix per day across the entire family, right? And don't forget any general internet usage as well...for myself, I stream HD content pretty consistently. I stream because I cannot afford and do not want a cable package in addition to my internet, and this change is Comcast punishing me for that. Sure, I can again get 'unlimited' internet for an extra \$50/month, but that doesn't solve the problem. Comcast argues it is to 'be fair' and 'save you money.' No. If I don't reach a TB of data usage in a month, my bill doesn't go down. There is no option for a cheaper plan with less data, and as much as Comcast likes to compare internet access to electricity, it is not the same thing. Even if it was, I would then expect Comcast to bill me based on usage and give me unlimited speeds for no extra price...but that is not something Comcast will do. This data cap serves no functional purpose and is solely a money scheme by Comcast because they have a monopoly in so many areas such as where I live. I beg you, please do something to rectify this monopoly; the internet is no longer a frivolity; it is a necessity. It is a basic need at this point in the human experience, and practices like this directly impede and lessen that experience for all of us. In addition to this cap, Comcast has discussed zero rating specific services...such as Comcast's own services or services that pay Comcast to be part of their set-top box. So not only has Comcast instituted archaic data caps that limit usage, they are then considering zero rating specific data which is directly against the spirit of net neutrality, as they would then be allowing certain data to be treated differently (circumventing their caps) if only the source pays them more money. Here's a metaphor to explain the issue for the less technically savvy person from Comcast who will eventually send me a canned response. Imagine a set of privately-owned roads. You get in your car and drive to the store, buy things, and go back. It's a happy life. Then the road company builds a new road. It has more lanes than the older ones, so it's faster, but it only leads to one store. All the others are stuck on the older roads. Now the road company has given the one store an advantage over the others. Over time, the roads decay and need repair. The road company prioritizes repair for the wide road leading to the store they prefer, and the other stores' roads don't get repaired. That's another advantage to the store the road company likes. The roads are the Internet, the road companies are ISPs, and the stores are websites. I'll expand this metaphor a touch to cover zero-rating: Imagine there's a limit to how much gas you can buy. When you reach the limit, you just can't buy any more gas... except if you agree to let the gas station limit where you can go. Then you can buy all the gas you need. Would you like to live in this town? Would you like to use this Internet? I currently am approaching living in that town and using that internet, and that internet directly violates that premise of net neutrality. Data caps and zero rating work together to provide a worse and less efficient experience for the customer while netting Comcast more money due to its local monopolies. Please, please, please...before you lose

the power to protect us from companies such as Comcast, do something to prevent us from losing the internet as it was created.

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**Ticket: # 1315113 - Cox Data Caps****Date:** 11/14/2016 10:14:18 PM**City/State/Zip:** West Point, Virginia 23181**Company Complaining About:** Cox

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**Description**

I am currently a subscriber of Cox Ultimate Internet in the Hampton Roads market of Virginia, and I've been on ultimate for a number of years now with only about a 2 month interruption in service when I moved. Recently I noticed through forums and checking my billing statements, that Cox had dropped my data cap limit from 2TB a month to 1TB a month, and claimed that "your connection has been upgraded to 1TB of usage a month!". This is by far this most awful attempt at a money grab in the history of the internet. Cox says that these caps are only being enforced in a monetary sense in a few "select markets". I for one am smart enough to see the writing on the wall and know that this will roll out nation wide eventually. This is complete garbage. The only reason they are doing this to customers is because of customers removing themselves from TV packages because of the obnoxious cost. I did my homework a long time ago, researched and selected the plans that meet my needs, I chose the most expensive residential internet connection so I would be left alone. Now because I am only receiving internet service from Cox, and Television Service from Sony's PlayStation Vue service, I am directly being targeted because of my high use. I have 11 days left in my billing cycle, and 391GB left to use. My average daily use is 40GB because of my streaming TV service. I am going to exceed my data allowance and this will be the continued course as long as I have a streaming TV service. This is unacceptable, and I will eventually be billed \$10 per 50GB of data over my limit. Please FCC, step in and make a difference. Tell Cox that residential customers at the top service level deserve to be given more data, or remove the data cap all together.

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**Ticket: # 1315289 - Comcast Data Cap On Line**

**Date:** 11/15/2016 3:23:59 AM

**City/State/Zip:** Normal, Illinois 61761

**Company Complaining About:** Comcast

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## **Description**

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

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**Ticket: # 1315305 - 1 TB Data Cap**

**Date:** 11/15/2016 7:35:58 AM

**City/State/Zip:** Gainesville, Florida 32607

**Company Complaining About:** Cox

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## **Description**

Adding data caps is anti consumer and anti net neutral. With the increasing demand of 4k streaming a 1 Tb data cap will be nothing. This is the first step in fighting net neutrality legislation. This is an attempt to make data caps a normal issue for cable internet customers so they can charge more in the future. This includes adding partnerships similar to their cable business model that would cost extra to avoid the data caps .

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**Ticket: # 1315810 - Data Cap**

**Date:** 11/15/2016 1:59:23 PM

**City/State/Zip:** Mercer Island, Washington 98040

**Company Complaining About:** Comcast

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## **Description**

Why is their tiered pricing for home internet if there is going to be a data cap? Is like paying to be on the express lane to move faster but need to pay again or more to go further or longer distance. This practice just seems wrong.. If a data cap is imposed to moderate usage then do away with tiered pricing structure and move to pay by usage structure like other utility services (electric or water). Another issue, most modem doesn't have a user side meter to gauge actual usage for the entire house hold, so consumers are to just left with trusting the ISP reporting their usage with no real way to validate. Already ISPs are very limited in my area, is either Comcast or CenturyLink and both now have a data cap seems like a collusion because there isn't any other competitions. What protection does consumers have? What if next year the ISP decide to lower the cap and charge even more for overage? Please help stop this madness!

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**Ticket: # 1315962 - Comcast data caps**

**Date:** 11/15/2016 2:56:48 PM

**City/State/Zip:** Minneapolis, Minnesota 55414

**Company Complaining About:** Comcast

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## **Description**

Comcast has started imposing data caps for my internet service in Minneapolis-- I pay for a set speed, this additional constrain is absurd. Especially since Comcast is on the record saying it is a business and not engineering decision.

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

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**Ticket: # 1315989 - Comcast Broken Data Meter**

**Date:** 11/15/2016 3:06:08 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently implemented a 1TB cap in the West Lafayette, IN market. The data meter they have on their site isn't accurately reporting my data usage, I know I've used at least 50-60GB of data this month and the meter is reporting less than 1GB.

If they expect me to keep myself under their cap I need to know how much I'm using, I don't want to get a random charge in the future because I can't monitor my own data usage. In addition this 1TB cap is absolutely terrible. I'll likely be switching to Metronet in the coming month.

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[Ticket: # 1316225 - Data Caps with Comcast](#)

**Date:** 11/15/2016 4:29:50 PM

**City/State/Zip:** San Jose, California 95126

**Company Complaining About:** Comcast

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## **Description**

I'm a comcast customer, and they have recently changed their terms to include a 1TB data cap. This is ridiculous for a utility like internet to instill a superfluous datacap of 1TB. I have seen nothing to indicate that this 1TB datacap will be helpful to the consumer in any way, or that by instilling the datacap it will improve my service (vs. what it was pre data cap.)

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**Ticket: # 1316262 - Comcast Internet**

**Date:** 11/15/2016 4:44:50 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a "data cap" on its users nation wide as of November 1 2016. I have been a Comcast customer for years and have routinely used more than 1TB of data a month doing my web design, video editing and other work related data usages. This is unacceptable that the fcc would allow comcast to impose \$10/50Gb overage fee on USING THE INTERNET. The internet is spotty to begin with and now, not halfway into the month I have used 90% of my data. When I get to the cap i will be forced to pay overages because my work uses the internet. This is basically a tax on those of us that work online and move large data around. Please try to keep the internet open and stop Comcast from stifling the relatively inexpensive exchange of information. The foundations of a free internet are being eroded and I have high hopes that the FCC will step in. Thank you.

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**Ticket: # 1316475 - data caps**

**Date:** 11/15/2016 6:43:07 PM

**City/State/Zip:** Round Rock, Texas 78681

**Company Complaining About:** AT&T

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## **Description**

I recently have spent 120 hours dealing with AT&T who said I had an unlimited connection, only to find out later that it was capped at 660gigs per month. This caused me to drop them spend hundreds of dollars and almost get in a legal fight over returned funds because of the lies. I mean I ask them if the service was capped and they said no. They flat out lie to you and then trap you into a contract. I probably use less than 660 gigs a month but since I telecommute it was like the sword of Damocles hanging over my head. What is the point of them selling you a GIG connection if you can only download a limited amount and then you get an unknown charge that is based on unreliable measuring techniques. Another reason this is so horrible is that Microsoft Windows 10 and lots of programs send data to and from the Internet without you being able to control it without unplugging and when you have to do video conferencing you also can't control it or you have to commute to work to save home bandwidth which causes problems with traffic, pollution, lost productivity and a myriad of other issues such that I could go on for days. Now AT&T is about to merge with Time Warner Cable and Comcast is so bad (and also has data caps) that a lot of people in my area are going to have to go back to commuting to work or just living without home internet.

Another effect of this limiting of bandwidth is security. Lots of data streams can be inferred by the way they behave. IE if you have a phone conversation it sends 30 or 50 packets per second someone watching would know that you are using VOIP communications. That means a friend you are talking to in India or another country that makes VOIP communications illegal could get into trouble simply for communicating. The tools used to hide this data gathering send a constant rate stream of data to a secure proxy and then hide the data within the stream such that someone watching see's only a constant stream and is unaware of the type of traffic contained within the stream. With data caps this is also prevented. There are so many chilling effects that this is causing. It would be similar to telling everyone that they can only drive 600 miles a month in their care before a wall would jump up in front of them and they could not go further without paying an exorbitant fee. Everyone would drive slow to avoid hitting the wall, everyone (most everyone) would spend hours calculating their trips and paranoid would rule the day. If we are to have a free and open society, a world where communication is to be free we must not be smothered with data caps and limitations on the type of or volume of free speech. Internet connections that offer 1 meg up and 2 megs down should be sold with the premise that if you choose to run at 1 meg up and 2 megs down all day long for 30 days a month that is in fact what you payed for and what you will get. Not that you can do this data rate for 100 megs and then you pay more, 200 megs and you pay more. This is just wrong for the reasons stated above. Please do something to force these companies to behave in a way that is consistent with a free and open society. Please unhook the sword of Damocles from over our heads.

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[Ticket: # 1316585 - Comcast data caps](#)

**Date:** 11/15/2016 7:39:56 PM

**City/State/Zip:** Santa Clara, California 95050

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing data caps onto its users with automated charging when these caps are exceeded. There is no warning mechanism when the user approaches the data cap. Customers are already paying for the service, and this amounts to a hidden fee. Comcast is also a monopoly in many areas, with no other choice for many consumers.

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**Ticket: # 1316781 - Data Caps are awful.**

**Date:** 11/15/2016 10:05:34 PM

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

**Company Complaining About:** Comcast

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## **Description**

I had a problem recently where I had to reinstall over 1TB of games due to a computer issue. I had to do this once pre data cap and had no problem. But now I have to wait until the day before the end of the month to download as much as I can before the month ends. This is absurd when you have a full family that does other things, like work from home or use game consoles/smart TV's to have to monitor what I download to stay under a cap that only "1%" of people go over. Sometimes I barely have any room left to do anything and download what I please. I'm sick of it and so are many of my friends. Data is dirt cheap to transmit and all they want is money from "cord cutters" even though they are a multi billion dollar business and give 0 \*\*\*\*\* about their customers. Help out the internet community because I didn't sign up for a cap and haven't had a cap before. I also don't have any other internet options in my area so I am trapped. I am considering going to my grandmas just to download games, How absurd is that? Fix it and help us please.

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**Ticket: # 1316866 - Data Caps**

**Date:** 11/15/2016 11:53:20 PM

**City/State/Zip:** Missouri City, Texas 77459

**Company Complaining About:** Comcast

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## **Description**

Comcast recently imposed a data cap of 1TB. I use internet for television, movies, work, my son's school, and gaming. I average over 1.3tb. This is ridiculous.

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**Ticket: # 1316910 - Comcast Data Cap****Date:** 11/16/2016 1:23:09 AM**City/State/Zip:** Hanover, Minnesota 55341**Company Complaining About:** Comcast

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**Description**

I implore the FCC to address Comcasts data cap practice as it will stifle internet creativity. Currently, I don't hit the cap but the problem is, more and more video services and hd and now 4k. when my children start school, increasingly homework is done online or with video services. Internet is now considered a utility and if Comcast is allowed to start capping internet usage, its going to slow/impeded technological progress and even education as more educational services move to an online portal. If comcast wants to charge for going over the caps at least there should be regulation to limit what they can bill for this. Cost +1% maybe. comcast's bills are already designed so the improvements to infrastructure is built into the bill. If you go over the caps, it shouldn't cost the ridiculous amounts they are charging. Especially since it started as unlimited.

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[Ticket: # 1317195 - Comcast adding datacaps to my account without any prior notification](#)

**Date:** 11/16/2016 12:01:11 PM

**City/State/Zip:** Saratoga Springs, Utah 84045

**Company Complaining About:** Comcast

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## **Description**

We signed a contract in the summer on Comcast and suddenly they instituted datacaps without emailing us or letting us know. Now they are trying to punish cord cutters. We have their TV package but we don't even use it because it is horrible. We are paying \$70 and will have to pay an additional \$50 a month just to get unlimited databack. Datacaps are one of the worst ideas ever and it's just a way to rape their customers out of hard earned money.

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## Ticket: # 1317968 - Comcast's Data Caps Are Baseless

**Date:** 11/16/2016 5:54:37 PM

**City/State/Zip:** Wheatland, California 95692

**Company Complaining About:** Comcast

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### Description

I was browsing the internet today, trying to upload a simple picture to share with some friends. Comcast hijacked my http session and instead of completing the photo upload they displayed a page stating vaguely that I was sent an email to the account my Comcast email.

There was no email. I didn't receive one on my Comcast.net address, so logging into their terrible website was a complete waste of time. Instead they had decided to send the email to my personal address that I use for billing with them.

The email states that I've used 90% of my monthly data cap. What? I haven't had a data cap since I've been a customer with them... since 2005 (with a break for military service where they didn't provide service another another time when they wanted to play games with my billing rate and I temporarily switched to a competitor as a result).

Apparently according to their AUP site, I'm part of their Terabyte Internet Data Usage Plan program, which, according to their website, covers the following MASSIVE list of states:

Alabama  
Arizona  
Arkansas  
California  
Colorado  
Florida  
Georgia  
Idaho  
Illinois  
Indiana  
Kansas  
Kentucky  
Louisiana  
Michigan  
Minnesota  
Mississippi  
Missouri  
New Mexico  
Western Ohio  
Oregon  
South Carolina  
Tennessee  
Texas  
Utah

Southwest Virginia  
Washington  
Wisconsin

Nearly half of the U.S. population lives in one of these states!

It wouldn't be so bad, except for the fact that they exempt their own Xfinity cable-over-IP data. This move REEKS of a violation of the principles of Net Neutrality. Comcast has in essence placed themselves as a Tier 1 (preferred) data service provider and downgraded every other company's traffic on the web to being a subordinate data provider.

To make matters worse, the data usage amounts reported on Comcast's data usage meter are not accurate. I run open-source, third-party firmware on my networking equipment that shows I've used approximately 12% less data than Comcast is claiming. They're counting overhead at CO, which only exists because of their choice of hardware and I which, as the consumer, have absolutely no control over.

I've kept current over the years of the FCC's struggles with reigning in Comcast and frankly I'm not optimistic that the FCC even has enough power where there aren't already hands in deep pockets, but I wanted to add my voice to the swarm of users who are outraged over this type of move being considered acceptable in our society.

Comcast is a company and is in it for profit. I understand that. And I wouldn't be at all angry if I had a choice in my internet provider. The simple fact is that I do not. Cable companies have been provided regional monopolies nearly universally in the U.S. and my area is unfortunately not immune to this. When the only other "competitor" is ATT offering DSL speeds 1/30th the capability of cable technologies, it's a false alternative. DSL technologies may have been competitive a decade ago, but the copper infrastructure it relies on simply does not have the technological or physical capability to compete with a frequency-multiplexed medium.

Please, end this. Rule cable monopolies illegal or, at the very least, outlaw data caps and force infrastructure owners to lease to third party providers at reasonable rates. We've been lagging behind the rest of the world in speed advances and accessibility for years because we've allowed individual companies to reign unchecked. This is quite likely your last chance to take steps to repair the situation before there's no turning back.

Thank you for reading and, hopefully, taking action on my behalf. Please contact me if you have any questions on this matter.

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**Ticket: # 1317998 - Comcast monopoly with data cap**

**Date:** 11/16/2016 6:09:56 PM

**City/State/Zip:** Highland, Michigan 48357

**Company Complaining About:** Comcast

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### **Description**

It has come to my attention that I will be forced into comcast new data plan cap and have little choice of Internet providers in my area it was bad enough when they started making you pick a speed and pay that amount but now to say I can only download so much data a month or be charged up to 200 dollars in overage charges is crazy and if I don't like it oh well what am I gonna do go to the other cable company? there is no other cable company this is just unbelievable and unconstitutional for a company to have that much power. Please stop them please. My main fear is that once implemented they will start lowering the cap and making it cost so much we will be unable to afford it thank you to whom ever it concerns.

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**Ticket: # 1318173 - Comcast DataCaps**

**Date:** 11/16/2016 7:57:50 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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**Description**

Hello

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

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

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

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

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

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**Ticket: # 1318845 - 200GB Cap**

**Date:** 11/17/2016 1:16:11 PM

**City/State/Zip:** Austintown, Ohio 44515

**Company Complaining About:** Armstrong Cable

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## **Description**

Data cap of 200GB on 50 Mb service. No alternatives for my area seems to cause abuse of power. Infrastructure is no longer all major companies have greatly increased cap limits or have zero cap restrictions. Increasing speeds seems to be a bad use of capital if you are going to restrict usage amounts.

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**Ticket: # 1318945 - Comcast Data Cap**

**Date:** 11/17/2016 2:07:16 PM

**City/State/Zip:** Pueblo, Colorado 81001

**Company Complaining About:** Comcast

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## **Description**

I have been switched over from a "data cap is in place, but not enforced" to an enforced data cap of 1TB. Comcast's website is filled with propaganda about how 1TB of data is immense and how it's ever so unlikely to go over. The facts they put up are untrue, and even if they were true, apply to a 1 person household. I have myself, my wife, and 3 children who consume data. We have been pushed by Comcast and others to switch over to digital this, digital that. Oh, why watch on TV? Watch XFINITY channels ONLINE!! Watch the big football game on your iPad over Wi-Fi! Now that everyone is accustomed to this way of using the internet and consuming data, they hit you with a cap that is intended to either A) Force you to pay \$50 more per month or B) cause you to be charged overages on up to \$200.

Let me put this in perspective. I play video games, and so do my children. We have 3 PlayStation 4s in our household. We have iPads, iPods, iPhones, other tablets, PCs, Chromebooks, Apple TVs, etc. The new Call of Duty game came out on November 4th (which Comcast enacted their arbitrary 1TB data cap on November 1st). The game itself was actually 2 games, and was around 130GB of data. I had to download and install this on 3 PS4s. That's close to 400GB of data in about 3-4 hours time. 40% of my monthly data cap limit.

Data, while it does cost to provide data to your customers, is not a "limited resource". 1TB cap is an unreasonable limit. It's so easy to go over that when you have a 4-5 person household who enjoy YouTube, Netflix, HBO GO, PlayStation gaming, etc.

I honestly don't know what to expect to happen with filing a complaint, but I just want to voice my concerns and opposition to this unfair move thrust upon us by Comcast. I feel I was seduced into going digital (By Comcast and others) and now am being punished for it. The cost of producing this data to their customers has been addressed in our monthly billing already. At this point setting this limit punishes customers and forces them into paying higher prices OR ELSE.

If I had another choice at this point, I most likely would leave Comcast, and I have been a LONG TIME customer of theirs. For the most part, they have treated me fairly, and addressed my concerns (only when I write them online such as via twitter or their online chat help because over the phone I'm usually treated poorly, not always, but most of the time). But this move was unfortunate, and unfair.

Thanks for hearing me out.

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[Ticket: # 1319020 - Re: New Comcast Data Caps and other unethical behavior](#)

**Date:** 11/17/2016 2:39:45 PM

**City/State/Zip:** Chicago, Illinois 60614

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1174438 "New Comcast Data Caps and other unethical behavior"

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**Ticket: # 1319133 - Xfinity / Comcast is the most evil company I've ever had to deal with in my life.**

**Date:** 11/17/2016 3:17:55 PM

**City/State/Zip:** Houston, Texas 77007

**Company Complaining About:** Comcast

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## **Description**

Xfinity has lied to me for the last time. They promised me extensively they would not be bringing data caps to my area (Houston, Texas) but have now instituted a cap that limits my bandwidth usage from around 70TB a month (seconds in a month x 250Mbps) down to 1TB cap. This is unacceptable and no amount of demanding to their support is getting them to keep their promise. I have no competition in my area and this is completely unacceptable situation. I would like Xfinity to be heavily regulated as a utility and fairness and decency brought back into the companies dealings with consumers. I would like fake concepts like their data scarcity bogus argument to be rejected and for them to be forced to upgrade their networks as needed to meet the bandwidth promises they have made their customers. I would like their support to be regulated to be required to have inter company communication rather than making you call back to multiple useless departments and I would really like some actual competition in my area however we can best foster that a.s.a.p. Please help consumers FCC. We need help.

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**Ticket: # 1319187 - Comcast Data Cap - Unfair with regards to Net Neutrality**

**Date:** 11/17/2016 3:32:28 PM

**City/State/Zip:** Bellevue, Washington 98008

**Company Complaining About:** Comcast

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## **Description**

I am being told that I am subject to a new 1 TB data cap by Comcast for the state of Washington. I believe that this data cap is unfair as it will limit access to any streaming services once 1080p (Hi Def) and 4K streams become the norm. I did not agree to any data limitation when I purchased internet services from Comcast and disagree with their move, which is purely a financial one as they realize people are moving away from cable services.

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**Ticket: # 1319721 - Data Caps (Comcast)**

**Date:** 11/17/2016 6:43:27 PM

**City/State/Zip:** Riverview, Florida 33569

**Company Complaining About:** Comcast

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## **Description**

Data caps are bad for society because all they do is limit the customer's ability to watch their favorite shows and download games. The intended consequence of these data caps is to discourage streaming and encourage purchasing cable. This isn't fair to customers because it limits their choices and also limits other companies such as Netflix. It's also unfair to customers because some people have no choice of ISP, and Comcast is the only ISP available in their area. Another big issue with Comcast's data caps is that, if gone uncontested by you (the FCC), they will likely spread to other ISP's, in which case the problem will only grow. Please take action against these data caps. They are not welcome in a world that uses the internet so much.

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**Ticket: # 1319765 - Comcast data cap to 1TB**

**Date:** 11/17/2016 7:12:34 PM

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

**Company Complaining About:** Comcast

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## **Description**

Why should comcast limit people to the amount of internet we use? Personally I have a big household and everyone is connected the the router or through wifi. Which goes through the Data cap within about 15-16 days of use. Also charging 50\$ more just to get unlimited data, is bs. We already pay around 85\$+ a month for both TV and Internet with a contract, and now this is gonna raise the price to over 140\$+ a month. Which is unacceptable.

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[Ticket: # 1319870 - datacap](#)

**Date:** 11/17/2016 8:29:14 PM

**City/State/Zip:** Palo Alto, California 94303

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted a 1TB datacap in my area. But they do not provide any means for me to monitor the amount of data that I use. This leaves me at their mercy when they claim I went over the data cap as I have no information to counter their claim. Furthermore when they claim I went over how can I believe it as there is no way for me to check other than the information they provide me.

If Comcast is going to institute a data cap then they need to provide a method to allow its customer to check how much data they have been using.

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**Ticket: # 1319882 - Centurylink Termination**

**Date:** 11/17/2016 8:41:39 PM

**City/State/Zip:** Baker City, Oregon 97814

**Company Complaining About:** Centurylink

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**Description**

Today, I got a termination notice from Centurylink for "excessive usage." Which is 250GB. Currently, Centurylink does not have any form of data usage monitoring so how am I to monitor my data usage? I am still under a contract with Centurylink, and on their data cap page, they do not state they will terminate you if you go over your data cap. Centurylink has a DSL monopoly where I live, and if they terminate me, I wouldn't be able to get another ISP. After an hour and a half on the phone and 5 transfers, I am still unable to get through to anyone who can help at Centurylink.

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**Ticket: # 1319886 - Comcast Data Caps****Date:** 11/17/2016 8:43:14 PM**City/State/Zip:** Wixom, Michigan 48393**Company Complaining About:** Comcast

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**Description**

Comcast is putting data caps in my area even though i signed up well before this happened which was November 1st. Even though 1TB data usage seems high its only a way to get more money from people who utilize the internet to its full potential. If only 1% use over 1TB like comcast says why even do this at all? They get so much money and don't even invest it back into the infrastructure of their services. Comcast likes to pray on the non IT people of America (which is most of it) to feed them lies of why they need to charge so much for a service that isn't great or fast compared to what is out there. Please tell Comcast they are not allowed to impose data caps because it will hurt everyone that uses the internet. The reason they up the data usage is because they saw that 300GB was nothing. They bumped it up to 1TB so people would hopefully not complain or notice only to later on in a few years make you pay more for services you use because of the connection "type". FCC you need to get into the current year and make/enforce laws that protect the customer today. The laws that govern the internet are outdated and the people that make them don't understand the internet. I am disgusted at Comcast for its continued attacks against the public to make themselves rich off of lies of the service they provide. They lie at the cost of how much it takes to maintain their infrastructure only to impose these data caps to get more money that they don't deserve.

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[Ticket: # 1319948 - Comcast Data Caps on Internet](#)

**Date:** 11/17/2016 9:35:38 PM

**City/State/Zip:** Seattle, Washington 98126

**Company Complaining About:** Comcast

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## **Description**

Comcast has recent applied data caps to the Seattle area. By their own admission, this policy is not due to network congestion, but is simply a way to double charge customers. Since Comcast exempts their own services from the cap, it is clear that they are trying to penalize customers that subscribe to their competitors services. This is an abuse of their monopoly position on cable services, and damages the nation's economy due to it's chilling effect on new business that are possible in a nation connected by high-speed internet.

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[Ticket: # 1320008 - Internet data caps](#)

**Date:** 11/17/2016 10:17:01 PM

**City/State/Zip:** lgh, Minnesota 55076

**Company Complaining About:** Comcast

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### **Description**

Comcast and any other provider shouldn't be allowed to add data caps ....ever.

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[Ticket: # 1320012 - Data cap](#)

**Date:** 11/17/2016 10:23:27 PM

**City/State/Zip:** Houston, Texas 77062

**Company Complaining About:** Comcast

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### **Description**

Signed a contract for a year with Comcast internet with no data cap. A few months into the contract Comcast applied a data cap.

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**Ticket: # 1320018 - Comcast Data Caps**

**Date:** 11/17/2016 10:31:57 PM

**City/State/Zip:** Portland, Oregon 97232

**Company Complaining About:** Comcast

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## **Description**

Comcast's recently deployed data caps of 1TB of data usage place undo burden without relative support from an equal service. While all ISP's continue to fight regulation, and reclassification as a utility in order to allow them to perform these changes. In addition, most providers are operating as monopolies within their market, yet once a competitor such as Google enters the market place they drop their rates and constraints.

The new data caps are clearly an effort to monetize a market and generate additional revenue without providing additional services. In addition, there is no transparency to the data usage metering process.

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[Ticket: # 1320035 - Comcast Minnesota 1 TB data cap](#)

**Date:** 11/17/2016 10:53:18 PM

**City/State/Zip:** Woodbury, Minnesota 55129

**Company Complaining About:** Comcast

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## **Description**

Comcast has started their data cap and will start extorting more money each month when I break it. I have 6 data users in my house and we download a lot of games and shows. This is a terrible slippery slope. They say "99% of users don't use this much" then why is it an issue? This is a money grab to hurt cord cutters and needs to be shot down

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[Ticket: # 1320054 - Data caps introduced with no competitive alternative](#)

**Date:** 11/17/2016 11:18:07 PM

**City/State/Zip:** Lafayette, Colorado 80026

**Company Complaining About:** Comcast

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### **Description**

Comcast is the only high speed internet provider in my area. Data caps are an abuse of this effective monopoly.

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[Ticket: # 1320065 - Comcast data caps](#)

**Date:** 11/17/2016 11:28:57 PM

**City/State/Zip:** Layton, Utah 84041

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps restrict the internet, a crucial tool for nearly all Americans to the point where I may not be able to do my job from home, which I need to do at times, if it's too close to the end of the month, which is ridiculous.

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**Ticket: # 1320071 - Comcast Internet**

**Date:** 11/17/2016 11:34:09 PM

**City/State/Zip:** Denver, Colorado 80218

**Company Complaining About:** Comcast

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## **Description**

I have comcast xfinity internet. Not only does the price creep up every month, despite having a locked in contract price, but they have implemented data caps. These data caps were put in place after I had signed the contract. As a web developer who works from home, having limited access to internet means limited access to my job.

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[Ticket: # 1320079 - Data caps](#)

**Date:** 11/17/2016 11:41:11 PM

**City/State/Zip:** Urbana, Illinois 61801

**Company Complaining About:** Comcast

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### **Description**

I have avoided using Comcast because of the data caps and high costs. It is too much for a company this large to take advantage of and sure over its customers.

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[Ticket: # 1320095 - Comcast Data Caps](#)

**Date:** 11/18/2016 12:03:49 AM

**City/State/Zip:** Las Vegas, Nevada 89146

**Company Complaining About:** Comcast

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### **Description**

I personally believe that Comcast has no ground for issuing data caps as it not "running out of internet" therefore there is reason to limit its usage.

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**Ticket: # 1320109 - Comcast Data Caps**

**Date:** 11/18/2016 12:22:00 AM

**City/State/Zip:** Sacramento, California 95825

**Company Complaining About:** Comcast

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## **Description**

I am extremely unhappy with any Internet provider enforcing any sort of data cap. I am perfectly happy paying for different tiers of speed, but data caps have been proven unnecessary many times over, and are currently only used by greedy providers to rake in more money while at the same time sabotaging the free and open internet.

I would understand if their network couldn't support higher speeds with the number of users on it, but I don't believe this is the case. One the cable is there, the physical aspect of the cable doesn't change beyond maintenance needed every once in a while. To suddenly cap the pipe and then start charging more is nothing but greed and I'm very unhappy that Comcast is the only Internet provider with any decent speed in my area or I would switch immediately. This is also an unacceptable state in my opinion where the only Internet provider able to bring any decent speed is Comcast.

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[Ticket: # 1320122 - Comcast data caps](#)

**Date:** 11/18/2016 12:44:02 AM

**City/State/Zip:** Audubon, Pennsylvania 19403

**Company Complaining About:** Comcast

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## **Description**

Comcast limiting monthly data usage for home internet

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[Ticket: # 1320147 - Comcast data cap](#)

**Date:** 11/18/2016 1:30:13 AM

**City/State/Zip:** Grand Blanc, Michigan 48439

**Company Complaining About:** Comcast

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## **Description**

Comcast has started enforcing a data cap on internet usage. In this time and age there is no reason for that at all and to me the reason is because so many of their customers like me have dropped their cable subscription and started streaming their tv. With this cap in place and the majority of the offerings in HD the data that is used just using netflix for my family is over their cap by the middle of the month. this is ridiculous.

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**Ticket: # 1320148 - Comcast Data Limits****Date:** 11/18/2016 1:33:42 AM**City/State/Zip:** East Chicago, Indiana 46312**Company Complaining About:** Comcast

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**Description**

Comcast has put a cap on our data. We have gone over every month. And we have no option then to pay. My kids stream videos, from netflix and amazon. I pay for their top internet service with over costing over \$99 a month. I've had them for years and now they are screwing their loyal customer base. They don't care either. Sales people are rude and say you have to stop using the internet. Well, why pay for a premium service if they are going to extort us. They don't own the internet. This is like making us pay for air. Very unfair business practices and there is no competition to switch to and they know it. They have a monopoly. We have no way to accurately monitor our usage either. I am currently over my limit and it's only half of the month. This is robbery.

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[Ticket: # 1320151 - Comcast data cap](#)

**Date:** 11/18/2016 1:39:57 AM

**City/State/Zip:** Olathe, Kansas 66062

**Company Complaining About:** Comcast

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### **Description**

Comcast already sells me a limit on my Internet (the bit rate) and arbitrarily adding a data cap for the total month is not acceptable.

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[Ticket: # 1320156 - Comcast Data Cap](#)

**Date:** 11/18/2016 1:46:46 AM

**City/State/Zip:** Silverdale, Washington 98383

**Company Complaining About:** Comcast

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## **Description**

Comcast imposed an arbitrary data cap on my previously unlimited internet service effective 6 months into a year long contract. Since the cost of data is nil, this is a blatant money grab they are able to get away with because of lack of competition in the marketplace.

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[Ticket: # 1320212 - Data cap](#)

**Date:** 11/18/2016 3:40:09 AM

**City/State/Zip:** Katy, Texas 77494

**Company Complaining About:** Comcast

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## **Description**

I chose Comcast over att for the sole reason that Comcast didn't have a data cap. Now that a cap has been implemented, my contract should be void.

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[Ticket: # 1320214 - Data cap](#)

**Date:** 11/18/2016 3:51:44 AM

**City/State/Zip:** San Jose, California 95132

**Company Complaining About:** Comcast

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### **Description**

It's an unfair monopoly that Comcast and AT&T have now set up and really limits everything my family can watch/do on the Internet. Videos and games now require way more data to be played and used and a 1 TB cap is just not right since we never had a cap until this month.

---

[Ticket: # 1320225 - Data caps are anti-open-net](#)

**Date:** 11/18/2016 4:55:29 AM

**City/State/Zip:** Bellevue, Washington 98004

**Company Complaining About:** Comcast

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## **Description**

By placing a cap on data from certain providers Comcast is not allowing for a free market. Internet should be treated as a utility so this money grabbing from large ISPs stops. There needs to be regulation.

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[Ticket: # 1320227 - Internet Data Cap](#)

**Date:** 11/18/2016 5:33:07 AM

**City/State/Zip:** Tacoma, Washington 98446

**Company Complaining About:** Comcast

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### **Description**

Comcast has imposed a data cap on my account without any justification other than to charge me more money for internet that that has become necessary for basic life for most people.

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[Ticket: # 1320270 - Comcast data caps](#)

**Date:** 11/18/2016 8:34:41 AM

**City/State/Zip:** Des Plaines, Illinois 60016

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing data caps in order to continue to price gouge their customers in a monopolized market. This is a blatant attempt to avoid having to compete with online entertainment and save their declining cable tv revenues. Please force them to remove a limit on what is a modern utility.

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**Ticket: # 1320301 - Comcast Data Cap**

**Date:** 11/18/2016 9:19:40 AM

**City/State/Zip:** Homes, Florida 33032

**Company Complaining About:** Comcast

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### **Description**

Was recently advised of data caps for Internet usage with Comcast. I believe this to be price gouging in behalf of a company with little to no competition which offers a necessary service such as Internet.

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**Ticket: # 1320349 - Comcast data caps**

**Date:** 11/18/2016 10:05:15 AM

**City/State/Zip:** Pleasant Grove, Utah 84062

**Company Complaining About:** Comcast

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### **Description**

I am EXTREMELY unsatisfied with the data caps Comcast is imposing. This is simply a way to in the future make more money for Comcast by slowly lowering the cap and then raising it for higher Paying customers, not unlike phone internet.

Please put a stop to this.

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[Ticket: # 1320350 - Data Caps?](#)

**Date:** 11/18/2016 10:07:42 AM

**City/State/Zip:** San Antonio, Texas 78249

**Company Complaining About:** Comcast

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## **Description**

Data caps are an absolute money grab designed to hurt the customers access to a vital resource. Shot down these data caps and keep the internet open for the people.

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**Ticket: # 1320413 - Data Cap Restrictions**

**Date:** 11/18/2016 11:01:44 AM

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

**Company Complaining About:** Comcast

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## **Description**

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

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[Ticket: # 1320433 - Comcast Data Caps](#)

**Date:** 11/18/2016 11:12:30 AM

**City/State/Zip:** Boston, Massachusetts 02135

**Company Complaining About:** Comcast

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## **Description**

Comcast's new monthly data caps shouldnt be an allowed business practice. The restriction is put there solely to gain additional profit, and it gauges consumers who have no other option but to pay more. The net needs to remain neutral, not controlled by comcast

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**Ticket: # 1320449 - Comcast Data Caps**

**Date:** 11/18/2016 11:21:37 AM

**City/State/Zip:** Bellevue, Washington 98005

**Company Complaining About:** Comcast

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### **Description**

Comcast capping data is unacceptable. This is a money grab, and will prevent people from innovating on the internet. They have a monopoly, and are abusing their power to gain profits at the expense of the people. This is unfair, and needs to be stopped!

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**Ticket: # 1320543 - Data Caps**

**Date:** 11/18/2016 12:05:49 PM

**City/State/Zip:** Brandon, Florida 33511

**Company Complaining About:** Bright House

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**Description**

I believe that data caps are an obstruction of my rights as an American to omit the usage of cable and instead use streaming sites as I please.

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**Ticket: # 1320549 - Data Caps**

**Date:** 11/18/2016 12:06:50 PM

**City/State/Zip:** Tampa, Florida 33647

**Company Complaining About:** Comcast

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**Description**

Comcast data caps should be abolished.

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[Ticket: # 1320562 - Comcast data caps](#)

**Date:** 11/18/2016 12:11:11 PM

**City/State/Zip:** Riverview, Florida 33569

**Company Complaining About:** Comcast

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## **Description**

Data caps are unethical and limit our personal freedoms. You have the ability to ban them and please do so

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[Ticket: # 1320564 - Data Caps](#)

**Date:** 11/18/2016 12:11:22 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19103

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps should be abolished.

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[Ticket: # 1320628 - Data caps](#)

**Date:** 11/18/2016 12:45:31 PM

**City/State/Zip:** Olympia, Washington 98506

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are horrendous!

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[Ticket: # 1320643 - Data caps](#)

**Date:** 11/18/2016 12:50:52 PM

**City/State/Zip:** Brandon, Florida 33510

**Company Complaining About:** Comcast

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### **Description**

Data caps shouldn't be allowed just because a company wants to keep making profit off consumers.

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[Ticket: # 1320655 - Data caps](#)

**Date:** 11/18/2016 12:56:03 PM

**City/State/Zip:** Mankato, Minnesota 56001

**Company Complaining About:** Comcast

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### **Description**

They were already paid by the government years ago to improve their lines and didn't, now they are charging us because they can't keep up...

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**Ticket: # 1320677 - Comcast Data Cap**

**Date:** 11/18/2016 1:03:48 PM

**City/State/Zip:** Minneapolis, Minnesota 55407

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern:

The imposed data caps are fundamentally unfair. At this time in the world, access to the internet is absolutely necessary to function as part of society. I host a cloud storage solution for family and friends, as well as utilize other cloud services for personal use and business use. These data caps will limit my ability to freely use and offer these tools. In addition, these caps are unduly unfair to families. If the electrical companies set arbitrary usage caps that did not account for large families, those with the most people in their houses would be unreasonably burdened. The data cap should not exist.

Thank you,

██████████

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**Ticket: # 1320738 - COMCAST DATA CAP IMPLEMENTED**

**Date:** 11/18/2016 1:38:25 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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### **Description**

I was recently informed that my contracted comcast plan, which used to have an unlimited data useage plan, has now been capped at 1TB without my consent or prior knowledge. This is unfair as I did not sign up for comcast service to be given a data cap, I signed up for the service I agreed to at the time of purchase. This also puts a clamp on my internet usage, I can no longer use it the way I used to, and for the same ridiculous price I already pay

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[Ticket: # 1320749 - Comcast Data cap](#)

**Date:** 11/18/2016 1:43:18 PM

**City/State/Zip:** Holladay, Utah 84117

**Company Complaining About:** Comcast

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## **Description**

As of November 1st, Comcast has datacapped the entire state of Utah where I reside with my family. Before the 1st of November of 2016, we had no data cap. Now we have a data cap of 1 Terrabyte, which I feel that we may never reach, but some months may come close. If we go over this data cap we will have to pay an overage fee. This data cap is arbitrary and not needed from a technical standpoint and only seeks to make more money. From a perspective of the open internet it can be seen as a restriction on the internet and very anti-consumer. I hope you at the FCC look into these data caps in my state, as well as others.

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[Ticket: # 1320772 - Unethical data caps](#)

**Date:** 11/18/2016 1:52:33 PM

**City/State/Zip:** Potsdam, New York 13676

**Company Complaining About:** Charter

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## **Description**

The internet is not a rare commodity. Comcast can't be allowed to put caps on a resource that doesn't cost them any more to provide. Home Internet data caps are incredibly Unethical and need to be stopped.

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[Ticket: # 1320809 - Xfinity\Comcast monopolize internet service in my area and constantly raise rates](#)

**Date:** 11/18/2016 2:13:10 PM

**City/State/Zip:** Marysville, Washington 98270

**Company Complaining About:** Comcast

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## **Description**

Comcast paid the builders of our neighborhood so that they would only run cable and not phone line from the street to the homes to further limit competition.

Now Comcast is going to limit our in-house Internet at 1TB. If we go over the limit we will be unreasonably charged. We already pay way too much for our Internet. There is limited competition in our area so Comcast can charge and do whatever they like.

In the reasoning Comcast has distributed for the change they mention that the purpose is fairness to customers who do not use as much, yet those customers get no discount, or any other benefit for charging some customers more. It just seems less fair if anything. I have a large household with six people, so we use more internet. With the lack of competition in the areas due to Comcast's anti competitive behavior of buying out neighborhoods we have little option but to pay these exorbitant overage fees.

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**Ticket: # 1321019 - Comcast and the FCC**

**Date:** 11/18/2016 3:54:58 PM

**City/State/Zip:** Lehi, Utah 84043

**Company Complaining About:** Comcast

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### **Description**

Comcast is putting a data cap on me and the FCC is letting them. It's horse manure that Comcast can send me a form letter full of marketing lies and the FCC considers that good enough. They have NOT addressed my issue in the slightest, so to consider my ticket closed is an insult.

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[Ticket: # 1321046 - Inaccurate Metering](#)

**Date:** 11/18/2016 4:04:43 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is inaccurately measuring our data usage.

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[Ticket: # 1321087 - Comcast data caps](#)

**Date:** 11/18/2016 4:20:28 PM

**City/State/Zip:** Hobe Sound, Florida 33455

**Company Complaining About:** Comcast

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### **Description**

It is unbelievable how bad the price gouging of Comcast's new data caps are. Our previous plans pulled out from under us, horrible.

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[Ticket: # 1321100 - Data caps leaves us without options](#)

**Date:** 11/18/2016 4:25:14 PM

**City/State/Zip:** Bloomington, Minnesota 55431

**Company Complaining About:** Comcast

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## **Description**

Comcast sent out emails a month ago stating that they are enforcing data caps now in my area. The cap is 1TB. My family decided to "cut the cord" the month prior to that. We didn't hit 1TB when we had cable with Comcast but now that we have moved to streaming , as a family, we do indeed go over 1TB a month which basically forces us to pay an extra \$50 a month just to not have cable and use other means to watch content or go back to having Cable with Comcast. The streaming services+internet cost was saving us money but now Comcast has put us in a position where they get more of our money either way. With 4k becoming more popular, and us having a 4k tv, it's not difficult to have the data add up to the cap by the time we get to the end of the month. The only other ISP in my area doesn't even offer 1/10th of the internet speeds so Comcast pretty much gets to run things as they want.

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[Ticket: # 1321411 - Comcast is imposing data caps on my internet service at 1TB.](#)

**Date:** 11/18/2016 7:23:30 PM

**City/State/Zip:** Fleming Island, Florida 32003

**Company Complaining About:** Comcast

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## **Description**

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

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**Ticket: # 1321485 - Data caps**

**Date:** 11/18/2016 8:48:47 PM

**City/State/Zip:** Maple Grove, Minnesota 55369

**Company Complaining About:** Comcast

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## **Description**

Comcast intends to impose data caps on my service and I feel this is a violation of my rights as a customer and also frustrating due to the fact that I have seem to have little to no other options for internet in my area. I also unhappy with the fact that Comcast will not allow me to watxh HBO Go on my PlayStation 4 even though I pay for the monthly HBO package through Comcast. They seem to throttle it and I am only able to watch HBO shows via HBO go on a tablet or mobile device.

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[Ticket: # 1321492 - Comcast Data Cap 2](#)

**Date:** 11/18/2016 8:58:44 PM

**City/State/Zip:** Flint, Michigan 48105

**Company Complaining About:** Comcast

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## **Description**

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

As a college student at the University of Michigan, internet extremely important to me since most of my work is done online. Assignments are posted and turned in online and readings and lecture powerpoint slides are online.

Comcast went from giving me unlimited internet for \$60 a month to limiting it to 1TB for the same amount of money. There aren't any competitors in the area I could switch to if I wanted to. They have a monopoly on internet in most of the country and can get away with charging whatever they want because of it.

It is the FCC's job to fix this. Data caps should be banned.

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**Ticket: # 1321583 - Internet data limit**

**Date:** 11/18/2016 10:40:01 PM

**City/State/Zip:** Lakewood, California 90713

**Company Complaining About:** Time Warner

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## **Description**

I am disturbed that most home internet services around the country limit now the amount of data for home use when it costs next to nothing per GB to provide the service we pay for. Home internet is slower than it should be around the country and now they are limiting the quantity of data we can use? Bullshit.

I live in Los Angeles and the ONLY provider that offers decent speed and doesn't limit our data usage is Spectrum/Time Warner Cable. I wish there were other options so we could change companies if we chose, but if we wanted to move we wouldn't be able to.

My family uses more than 1TB of combined home internet almost monthly, downloading video games, and watching Amazon Prime videos in 1080p is where most of that comes from. I'm glad we at least have 1 carrier who isn't limiting us, but it shouldn't even be allowed with the practical monopoly the ISPs have over most of the country.

Please make it easier for smaller internet companies to spring up so there's more competition, make it required to share wires, and please make it against the law to limit the home usage of internet.

Thank you.

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**Ticket: # 1321824 - Against Comcast's 1TB Data Cap**

**Date:** 11/19/2016 12:11:13 PM

**City/State/Zip:** Alief, Texas 77411-1732

**Company Complaining About:** Comcast

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## **Description**

Comcast's new 1TB Data Cap is violating net neutrality and consumer rights. The enacted data cap essentially limits customers from accessing new technologies such as 4K streaming, online gaming, and even basic Netflix streaming. Like myself, those who uses cloud backup services such as Google Drive, Dropbox, Crashplan are now frozen and unable to do anything. This effectively renders households with active internet users numb and unable to use the services they're paying for.

With this new policy, Comcast is forcing companies to pay in order for their services to be excluded from this cap. Big companies who can afford this get access to more customers, while small companies and start-ups will be unable to compete. Comcast is ultimately violating net neutrality, creating an economy in which big corporates stay big and become monopolies.

What angers me more is Comcast's twisted defense of this greedy act: "Those who use more Internet data, pay more. And those who use less Internet data, pay less." Not only those who uses less data DO NOT pay less, those who pay for a faster speed are unable to use their fast internet for many things.

It proves more to consumers that Comcast is a greedy, soulless corporation to see that Comcast is charging customers upward of \$200 for going over data cap while charging \$50/month for unlimited bandwidth.

As a customer, I expect Comcast to treat customers fairly, furthermore respect consumers rights and net neutrality. It is not only Comcast, but other cable companies are keeping on this greedy, villain-like act. I urge the FCC to step in and work with companies such as Google, Netflix, and others to fight against this oppressive act and keep the internet open and free for everyone.

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**Ticket: # 1321968 - New Comcast Data Cap****Date:** 11/19/2016 3:26:52 PM**City/State/Zip:** Fort Wayne, Indiana 46815**Company Complaining About:** Comcast

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**Description**

I just received a notice from my Xfinity app stating i was almost over my 1TB data cap. I was unaware there was even a data cap (received first notice when I had 90GB left for the rest of the month which is 11 days) and after searching google I found out that it was imposed on the 1st of November without any notice to me. According to xfinity after 1TB of usage I will be charged \$10 for 50GB up to a \$200 limit for overages. I am on disability with Agoraphobia so I do not make it out of the house much if at all and I do not believe this is a fair practice. It seems like different areas are charged different rates for an unlimited option which is \$50 here. My bill is already \$120 and i'm on a fixed income. Please stop Comcast from this unfair business practice!!!

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[Ticket: # 1322006 - Comcast's data caps in the Bay Area](#)

**Date:** 11/19/2016 4:25:00 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast has started enforcing 1 terabyte (TB) data caps in California. I believe this violates net neutrality because many Internet services can push consumers over this cap (e.g. Netflix, Twitch streaming).

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[Ticket: # 1322289 - Comcast Data Caps](#)

**Date:** 11/20/2016 2:02:26 AM

**City/State/Zip:** Breckenridge, Colorado 80424

**Company Complaining About:** Comcast

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## **Description**

Comcast is limiting monthly data usage for the purpose of penalizing customers who prefer streaming video to their own Cable TV programming. Where I live, there is no alternative to their internet service. I pay them (a lot) for 100 Mbps of bandwidth, yet they are not honoring that agreement because actually transferring 100 megabits of data would reach their one-terabyte cap in less than ONE DAY. One terabyte of data per month averages to just 3 megabits per second, which is only 3% of what I am paying for.

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[Ticket: # 1322301 - Comcast data cap](#)

**Date:** 11/20/2016 3:02:58 AM

**City/State/Zip:** Sacramento, California 95828

**Company Complaining About:** Comcast

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## **Description**

They placed a data cap on me??? This was never stated in my contract or my data plan

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[Ticket: # 1322513 - Comcast Data Cap](#)

**Date:** 11/20/2016 3:39:39 PM

**City/State/Zip:** Milwaukie, Oregon 97222

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a 1 TB data cap and has begun charging users who exceed this cap. A modern household relies upon the Internet for the bulk of its entertainment, educational and productivity media consumption. It is often a primary mode of communication for people who message and video call friends and family in other parts of the country or world. Data caps effectively punish subscribers who choose or must use services outside Comcast's own limited or non-existent services.

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[Ticket: # 1322585 - Comcast internet cap](#)

**Date:** 11/20/2016 5:00:00 PM

**City/State/Zip:** Salt Lake City, Utah 84105

**Company Complaining About:** Comcast

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## **Description**

Comcast has issued a 1TB data cap for internet. This is completely unfair to a lot of the population as the internet should be a human right and the fact that they can charge us extra for going over is completely unfair. I urge you to put a stop to the cap limit!

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[Ticket: # 1322644 - Comcast Data Cap](#)

**Date:** 11/20/2016 6:22:53 PM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** Comcast

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## **Description**

Comcast recently added a 1024 gig data cap on my internet service, without my consent or notice. I have no other reliable alternatives for internet in my area other than Century link that also has data caps.

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**Ticket: # 1322654 - Comcast Data Caps Complaint****Date:** 11/20/2016 6:35:46 PM**City/State/Zip:** Columbus, Indiana 47201**Company Complaining About:** Comcast

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**Description**

I recently received a notification from Comcast that there will now be a 1 TB data cap with a fee for going over, and that this cap has been implemented based on "fairness" and that "people who use more should pay more and that people who use less should pay less". They tell me that I come in way under that cap, so it should be fine (see attached). Sure, it's fine now, for me, a single person. But what about a family of 5 with 3 kids who are all streaming tons of HD video constantly, and downloading games that are 32 GB themselves? As people cut the cord on cable and move to streaming subscription services the more data people will use. And as we move to 4k (and beyond), these shows/movies/games will only increase in size. They say 99% of users don't go over. Ok, so why is the cap even needed then? Is that 1% such a burden or cash cow? This seems like Comcast is laying the groundwork so they can gouge all of us when this happens, and then once the complaining gets bad enough they'll bump the cap. Rinse and repeat. What really irks me is the "people who use less pay less", but I'm not paying any less if I come under the cap by 800 GB or 5 GB. I only pay less if I pay for slower speeds (and that's "up to" anyway). There is an option for those who use under 5 GB a month who could receive a credit, but I would think this is a minority and will continue to decrease in number. There is an unlimited option, but it is another \$50 a month, \$600 a year. I imagine that's more than most are willing to pay on top of what are seen as already high prices. People want to be able to move larger amounts of data, faster on the internet more than ever. And Comcast is unwilling to update infrastructure and would rather squeeze as much money as possible out of their customers. What I would like to see (since Google Fiber is slowing down expansion and so no real competition is in the market) is the internet become a utility like water or electric, with municipal fiber as the setup, where cost is directly related to how much data you are using. No more ISP regional monopolies, just good consistent internet connection at reasonable prices, especially as our society becomes more and more dependent on it. Thank you for taking the time to read this. Good luck.

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**Ticket: # 1322699 - Comcast Data Cap is Anti-Consumer**

**Date:** 11/20/2016 7:23:55 PM

**City/State/Zip:** Rosewood Ln N, Minnesota 55441

**Company Complaining About:** Comcast

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## **Description**

Now that Comcast has rolled out their data cap in my area, I've already been warned that I have used 125% of the data cap, and its only the 20th day of Nov. We already pay for our speeds, now they want to double dip and make us pay for overages? We're in an age of digital streaming, where we download our copies, and in effect have to keep our goods "in the DVD player" constantly because if we ever want to remove it we run the risk of overages when we reinstall games/movies/shows. We're basically being forced to limit our choices and how to use our own goods or pay extra to use them freely. That is wrong, not to mention the fact that most of these providers have their own Cable offerings and their main competitor is digital streaming like Netflix. Red flags should be thrown everywhere on this.

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**Ticket: # 1322788 - Comcast data cap in area of very poor competition**

**Date:** 11/20/2016 9:33:43 PM

**City/State/Zip:** Holladay, Utah 84117

**Company Complaining About:** Comcast

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## **Description**

On behalf of my family, I want to protest against Comcast's newly implemented data caps in an area where the company is the sole high-speed broadband provider (>25Mbps downstream). Please allow me to state some history: My single income family only subscribes to an internet package from Comcast due to the high (and growing) cost of cable TV programming. All our "TV" is accomplished via streaming from the Internet through a multitude of connected devices. The four of us consume between 600-800 GB of data per month (I will not allow torrenting or bandwidth hogs, due to their possible illegality or because we just cannot afford the bandwidth). We only stay under the 1Gb data cap by limiting all video streams to low-to-moderate bandwidth, occasionally splurging for an HD movie if we've been scrupulous enough with our monthly data cap allotment. With my children about to enter Junior High and High School, I am greatly concerned that our bandwidth will exceed Comcast's data cap and I'll have to pay more money to keep my family connected to the Internet. Personally, I would be okay with paying for bandwidth if there were other viable Internet competitors in our area. However, CenturyLink hasn't had greater than 3Mbps downstream in our neighborhood for more than 8 years. Other satellite, microwave, or other options are cost-prohibitive. I'm hopeful Google Fiber will expand beyond their current footprint in Salt Lake City and will gladly pay connection fees to enjoy their greater bandwidth. However, at this time, we have no choice but to subscribe to Comcast's Internet plan to stay connected to the world and I am compromised to pay for that luxury without any other recourse.

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**Ticket: # 1322865 - Arbitrary home internet cap**

**Date:** 11/20/2016 11:59:51 PM

**City/State/Zip:** Pensacola, Florida 32526

**Company Complaining About:** Cox

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## **Description**

I have Cox communications in Florida.

My sister is the account holder, and we pay the bill together for internet. We just received a notice for an increase in our monthly rate, and then found out that the provider is enforcing a data cap now.

This is not something that should be allowed. People aren't charged more for the amount of tv they watch-they shouldn't be charged more for using the internet in the same manner. I'm not sure how they can get away with increasing our bill AND limiting our data to a certain ceiling-which was certainly never there before-in the middle of a billing cycle without warning. That said-the issue here is the data cap above all else!

This move by Cox and other ISPs in the news lately has been nothing but a blatant cash grab, and I certainly expect the FCC to say and do something about this. I know we're not the only ones complaining.

I will continue to write every day if need be and encourage others to do the same until the FCC puts the ISPs back in their place.

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**Ticket: # 1322878 - Comcast's ridiculously UNJUSTIFIED\* home internet data cap**

**Date:** 11/21/2016 12:25:00 AM

**City/State/Zip:** Kirkland, Washington 98033

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am not one to normally write in to my representatives / government entities complaining, or pointing the finger. During CASAA (e cig legislation), I wrote a few letters to state senators and representatives, because it was the right thing to do, and it proved to really not be too hard- unfortunately though, it didn't pay off. I suppose with E-cigarettes, there is just too much "unknown" still, and until the research/science is in, it will be hard to prove or promote otherwise (IE "healthier" alternative - even though it absolutely is).

But I'm not writing to discuss e-cigs and CASAA. I'm writing you sir's and madam's, today, to discuss something that has been spreading like a cancerous growth upon the very fabric of our digital lives and society: Comcast. To keep this short, I will sidestep the burgeoning goliath of a monopoly that comcast is, and the effect this has on a fair and open market. As much as it aggravates me, if they were simply to be more in tune with the PEOPLE, and internet rights in general, I wouldn't have a problem with fat cats getting richer (please don't assume from my prose or language that I am a liberal- I am a decidedly average moderate), and everyone getting free and open internet.

Comcast, however, along with a number of other conglomerates and ISPs that I don't wish to name for the benefit of your already precious little time, sirs/madams, has instead decided that they outright OWN the internet coming to your home, by the very toxic and fallacious logic that is "we own the CABLES bringing internet to your home, therefore we own whatever passes through them". I've always had an issue with this philosophy as well, as numerous other public and private entities, some as large as comcast, share a similar scenario, but don't claim such preposterous and convoluted policies. The closest similar example I can think of is the airlines charging additional fees for more than 1 carry on, and all cargo luggage- however there is one problem with this: such increases were implemented during a time of severe oil price hikes and increases, and less utilized air transportation due to the recession. So to combat their ever dwindling profits and layoffs, most airlines decided to begin charging for things they hadn't in the past- meals, luggage, priority boarding even! This however, wasn't a perversion of the system to make them richer; no, it was simply a business practice evolution to keep them alive and relevant in an ever changing world.

Sorry, I have not held to my declaration to keep this short and sweet, however we are almost to the finish line if you can only continue hearing me out for a short while longer. Comcast may argue that today, with the netflixes, Hbo go's, cable cutters, and more and more cellular data plans, they are also imposing such a cap to keep their business alive. We all know this is outright false, and a lie at that. It may hold true for comcast's television business, but if the cost of comcast and other television service providers slowly losing business and customers is to frivolously increase and artificially inflate the price on the one thing they are NOT short on- home internet subscribers- then they have gone completely awry of their original mission and need public and government interference. For the PROTECTION of the public and the "free and open internet", and its usage not only for our generation, but for generations to come, we MUST declare what comcast is attempting to be irresponsible and immoral and swiftly struck down, possibly even severing their internet arm from the rest of their business.

But again, I digress...my most sincere apologies for the lack of control I am displaying in expressing my frustrations. They have grown to such magnanimous proportions that sometimes they ebb, and other times they flow, hence the rant you are reading ;). If there is one thing I wish to see come from this, it is to gather our elected representatives (all of whom are also receiving this letter), and at the behest of the public at large, and the very internet as we know it to be, free and open, STOP COMCAST'S BLATENT VIOLATIONS OF CORE AMERICAN VALUES AND TENANTS, such as freedom of speech, religion, and protest.

Comcast insists this "data cap" is not being placed to merely generate income and restrict legitimate users who are ALREADY paying MORE than they should be for the lackluster services they receive; no, comcast instead says this is an engineering requirement, and a matter of fairness for all customers usage, and simply an issue they should police internally with little to no outside interference. However, they have contradicted this very position NUMEROUS times, with different excuses and justifications.

Now, we get into the true meat and potatoes of my plea to you good sir's and madam's: Don't let comcast lie to you or the public another day to bully their way into abusing the privilege of being an internet service provider (if for nothing else, for the interest of free market and capitalism!)

#### COUNTER POINTS TO COMCAST'S EXCUSE OF "ENGINEERING NECESSITY":

- 1) Comcast employed the data cap for people abusing the service, pirating and sharing large content such as movies and games. This was back in 2007. They have NOT adjusted this to current day, however. Today, the vast majority of american's get some form of entertainment online: be it through netflix, amazon, or traiditonal providers online services/counterparts. One very "convenient" thing to note, is that XFINITY doesn't count toward this cap. So on-demand programming is accessible all you want. Netflix, however, will eat up that cap QUICK, especially with the upcoming mass-scale adoption and advent of 4k video.
- 2) Comcast also doesn't take into account services such as youtube, twitch, and the gaining popularity of user-created content and streaming. These also take up a huge amount of data, especially with the incoming 4k video.
- 3) Gaming has also moved to the digital platform- today the average game is 50-100 gb (yes, GB!!!), and at least 1/3-1/4 of these games are ONLY available as a digital download! Now, I'm by no means a professional video game player/reviewer, however I EASILY but 5-10 games a month, it's a hobby I enjoy! Just by downloading my LEGALLY PURCHASED GAMES, to play at home OFFLINE, I could in essence use 500gb a month!!!

I could go on and on, but I really should cut short as I said I would and give you some time to digest and reflect. Think of your own usage- in 2 years, when 4k video is out, your average netflix show will consume 4-5x the data it does now. So binge watching house of cards? YOUR ENTIRE DATA CAP RIGHT THERE.

\*sources:

- 1) <https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0ahUKEwj96-afgLnQAhWCjVQKHT7QBmgQFggcMAA&url=http%3A%2F%2Fgizmodo.com%2Fyou-can-burn-through-your-entire-broadband-data-cap-in-1524579598&usq=AFQjCNGgm1WKzD4yzyfXBKrNkqefzTDGbQ&sig2=PFBAe2IA1c6VU4jWeUoR9w>
- 2) <http://www.extremetech.com/computing/212376-comcast-admits-that-its-data-caps-are-a-business-decision-not-an-engineering-requirement>



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**Ticket: # 1323380 - Comcast Data Caps**

**Date:** 11/21/2016 1:43:50 PM

**City/State/Zip:** San Jose, California 95128

**Company Complaining About:** Comcast

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**Description**

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

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

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

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

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

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[Ticket: # 1323436 - Comcast data cap](#)

**Date:** 11/21/2016 2:05:08 PM

**City/State/Zip:** Indianapolis, Indiana 46226

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently imposed a data limit of 1TB per month and either a) will charge for further use of data of \$10 per 50GB or can upgrade account for \$50 to remove cap. This can't be right. I just signed up to use their service in September and they are already changing the way their data is used. I have several devices in my home and am already nearing the cap before this month is over. I don't do any sort of hosting or anything that would significantly and abnormally increase traffic. I hope we can figure something out about this.

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Ticket: # 1323493 -

**Date:**

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Ticket: # 1323711 -

**Date:**

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Ticket: # 1323751 -

**Date:**

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Ticket: # 1323890 -

**Date:**

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Ticket: # 1324190 -

**Date:**

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Ticket: # 1324210 -

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Ticket: # 1324255 -

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Ticket: # 1324299 -

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Ticket: # 1324329 -

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Ticket: # 1324547 -

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Ticket: # 1324806 -

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Ticket: # 1324901 -

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Ticket: # 1324907 -

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Ticket: # 1325130 -

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Ticket: # 1325264 -

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Ticket: # 1325387 -

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Ticket: # 1325769 -

**Date:**

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Ticket: # 1325825 -

**Date:**

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Ticket: # 1325889 -

**Date:**

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[Ticket: # 1325979 - Comcast Data Capping](#)

**Date:** 11/23/2016 1:25:29 AM

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

**Company Complaining About:** Comcast

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## **Description**

I feel that Comcast's new "data capping" is just another net neutrality issue in disguise. By capping data, it is mostly affecting streaming-based sites such as Netflix, youtube and steam that use high amounts of "data" to offer their entertainment, while leaving standard cable options without interference.

This monopoly needs to end. Or, at the very least, we need to even the playing-field for the internet and its innovations.

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**Ticket: # 1325982 - Comcast Data Cap**

**Date:** 11/23/2016 1:56:54 AM

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

**Company Complaining About:** Comcast

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## **Description**

I entered a contract for internet only with Comcast about four months ago. At the time there was no data cap. My family utilizes streaming services for tv and now I feel I am being punished for it. I don't see how it is legal for a company to all of the sudden add a restriction to a contract. I feel they do this to get you to buy their television subscription. I also feel they know that some people have little or no choice on internet service providers, so they now you won't jump ship to another provider. I spoke to a Comcast representative who said they can't change contract pricing or give me the unlimited service at no extra charge, but yet they can change pricing when it conveniences them and not the customer. Something has to be done about these huge companies and them taking advantage of customers and monopolizing the market in some areas.

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[Ticket: # 1326025 - Data Caps](#)

**Date:** 11/23/2016 7:42:44 AM

**City/State/Zip:** Cottage Grove, Minnesota 55016

**Company Complaining About:** Comcast

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## **Description**

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

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

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[Ticket: # 1326045 - Level playing field](#)

**Date:** 11/23/2016 9:02:38 AM

**City/State/Zip:** New York, New York 10016

**Company Complaining About:** Comcast

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## **Description**

Please work to foster competition and equal opportunity in the ISP market. Monopolies like Comcast are only possible with our current system of government, and stifle progress at every level. Net neutrality and the banning of data caps is the way for a better future.

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[Ticket: # 1326084 - Data cap](#)

**Date:** 11/23/2016 10:10:27 AM

**City/State/Zip:** Stansbury Park, Utah 84074

**Company Complaining About:** Comcast

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## **Description**

The data cap put in place on 11/1 is not enough bandwidth for a family of 5, with computer updates, software updates, video game updates plus streaming video and music, we use up the data pretty quickly. This cap will hurt consumers as well as businesses. Comcast already has a monopoly on internet service in my town, we need the FCC to protect the consumers from Comcasts unfair business practices.

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**Ticket: # 1326316 - Comcast Internet Cap**

**Date:** 11/23/2016 12:42:43 PM

**City/State/Zip:** Fort Pierce, Florida 34982

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting a new cap on our Internet that is forcing us to pay more just because they want us to. We have no other option for Internet with such a large household as our only other option is att and their speed and bandwidth is not enough. The new cap is basically forcing us to pay for unlimited even though we already had unlimited previous to this for the lower price..

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[Ticket: # 1326373 - Data Caps with ComCast Cable -](#)

**Date:** 11/23/2016 1:10:40 PM

**City/State/Zip:** Parker, Colorado 80138

**Company Complaining About:** Comcast

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## **Description**

I became a comcast customer 4 months ago without a word about dat caps. After three months of regular use, I have been placed on a data cap of 1 terabyte a month. I have a very large family with no extended family living with me. I have 6 kids, My wife and I both work from home. Now I will have to pay \$50 above the \$70 I pay now for "unlimited" data or pay \$10 for every 50 gig block I go over. Comcasts response to this is that this is a Policy change and not a breach of our contract, which I find ridiculous. Please STOP THE CAP!

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**Ticket: # 1326380 - comcast 1 terabyte data cap**

**Date:** 11/23/2016 1:13:31 PM

**City/State/Zip:** Kalamazoo, Michigan 49009

**Company Complaining About:** Comcast

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## **Description**

Comcast's "new" 1 terabyte data cap is completely anti-consumer, monopolistic behavior. This new billing/business practice is a blatantly obvious attempt to dissuade people from "cutting the cord," and consuming what was once television-only related content on their computers and other streaming devices. Comcast claims that "One percent or less of their customers consume one terabyte a month." I feel this statement is grossly misleading and flat out false. I complained about this issue before back in late september/early october where they sent me a letter claiming that my household only used 1.1 terabytes in a three month period, but offered not information other than that. In a 23 day period my house hold at the time of writing has already allegedly consumed 900 gigabytes of data. At any one time there are 16 wireless and wired devices using the internet at varying times of the day. At least half of these devices, including phones, tablets, and roku streaming devices (My household is a "cord cut" household.) That constantly transmit data every second of every day, no matter how small. Over the course of a month this adds up to a lot of data, not including the high-definition videos/music that are streamed through these devices, or games that are played/downloaded online. It is completely unreasonable for Comcast to charge customers for a service they had no problem providing just a few months prior, let alone charging extra for essentially the same service they previously offered. There service has not improved in any manner to warrant such a change or egregious pricing changes, asking customers to cough up an extra fifty dollars for something they had access too not just one month ago at the time of writing this complaint. I respectfully demand the FCC stand up for consumers and for an internet free from monopolies like Comcast, who charge what they please for sub-par service and then go out of their way to spend tens of thousands or millions of dollars to bully competitors with the help of our so called legal system, just so they don't have to offer their services at a competitive rate. From now until the foreseeable future, I will be logging a complaint everyday until the FCC takes the right steps to protect American consumers from greedy monopolies such as Comcast and AT&T. I do not want to hear from Comcast as to why they think they can cap my data usage this month, when the prior months and years they haven't. I don't want an apology from Comcast. I want to be able to browse the internet as I see fit, for however long I see fit, as consumers have rightfully done so in the past. If Comcast really wanted to make more money, they would offer better services and options to their customers than they do currently. I shouldn't have to pay an extra fifty dollars for a service that is already costing me nearly one hundred, when they bully prospective competitors such as Google Fiber from coming to areas like mine who offer a better service for a reasonable price.

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**Ticket: # 1326416 - Data Caps**

**Date:** 11/23/2016 1:34:51 PM

**City/State/Zip:** Atwater, California 95301

**Company Complaining About:** Comcast

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## **Description**

The company is attempting to charge me \$50.00 extra to remove this new data cap. When I ordered the service a man name Jake came to my home and I asked him about data caps and he confirmed and reconfirmed with his supervisor that they would not impact me.

It appears that they have rescinded this promise and are charging me for exceeding a data cap of 1024GB. My children, my wife, and myself are almost constantly streaming HD video services. This data cap is laughably small. It appears that they are doing this because they want me to keep their inferior entertainment services. I did not need television as we stream HD video over the Internet. This is just another example of what happens when a single company monopolizes the market for Internet connectivity. They're attempting to force us into their vertical integration.

I have spoken to over 20 people at Comcast in an attempt to resolve this injustice. The last person I spoke with on Saturday was a Toni, Comcast operator ID 3280. They promised they would remove the data cap. I had them reconfirm that this would be resolved, and they said I would have to do nothing else and it would be taken care of.

This morning, I'm still receiving messages maliciously injected into the HTML of various websites that I've exceeded my data cap. I called back and spoke to a man who identified himself as Diego and refused to provide me with an operator ID. I asked to speak with his supervisor, and he transferred me to a support person, not his supervisor. I then spoke to Venessa operator ID 259 who provided me with no positive interaction.

This company is disgusting and unscrupulous. They make promises that they have no intention of keeping. They have purposefully isolated the department that handles data caps from the rest of the organization and no one is on the same page.

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**Ticket: # 1326686 - COX INSTITUTING DATA CAPS ON INTERNET ACCESS**

**Date:** 11/23/2016 3:57:37 PM

**City/State/Zip:** Gainesville, Florida 32608

**Company Complaining About:** Cox

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**Description**

I am filing this complaint once again. You sent my complaint to Cox, who in turn sent me a pre-printed form letter. This is NOT what my tax dollars are paying for. I don't care what Cox has to say about their own behavior, and I certainly reject any explanation of theirs behind their anti-consumer business practices.

I expect and demand YOU, the FCC, to do something about it. Their data-cap behavior is a blatant violation of the net neutrality ruling, especially when examining how their internet and telecommunications services are delivered.

Without any action on your behalf, you are admitting that you lack the conviction to stand behind the 2015 Title II ruling, rendering it meaningless to consumers.

DO NOT FORWARD MY COMPLAINT TO COX. I DEMAND THE FCC TAKE ACTION. I AM STATING IN ADVANCE THAT FORWARDING MY COMPLAINT TO THE CARRIER IS NOT AN ACCEPTABLE SOLUTION.

Both I and consumer groups that understand this issue will continue to demand acceptable action from the FCC until this problem is solved in favor of taxpayers, and not corporate interests.

Without notifying customers, Cox has instituted a cap on data access, as shown on their website:  
<http://www.cox.com/residential/support/tv/article.cox?articleId=2fd6ccb0-b13a-11df-4be3-000000000000>

This type of behavior is inherently anti-consumer and is a blatant attempt to circumvent net neutrality principles by being able to provide certain services that "don't count" against consumers' data caps. This is preferential treatment of web traffic, which is anti net-neutrality. Until the FCC takes action against this behavior, your ruling on net neutrality is meaningless. Consumers expect that you will protect this ruling and not stand idly by while cable companies invent ways that skirt the decision. This is a serious issue that will impact the future of broadband access in this country, a state of affairs that is sorely behind many other countries in the rest of the developed world.

As a taxpayer, I expect and demand that you put an end to this behavior immediately. Allowing this to continue is a statement that you are unwilling to stand behind consumers to police toxic behavior by ISP's.

Cox is also in blatant violation of the Title II ruling right now:

<http://www.cox.com/residential/support/tv/article.cox?articleId=2fd6ccb0-b13a-11df-4be3-000000000000>

"Content managed by Cox included in Cox-provided services do not count toward data usage."

So, they are prioritizing certain traffic (their own) by not charging consumers for it, but potentially charging them for the rest. This isn't about today. This is part of their plan to get data caps to be common place in the mind of consumers so that 10 years down the road when the average Joe uses over 1TB of data through normal activities, the cable companies can bill them through the roof.

This is not acceptable. As a taxpayer, I demand that the FCC stand up to this practice now before it becomes too late. These companies, instead of investing in their own infrastructure, are investing in lobbying to keep consumers held down as long as possible.

Imagine if water and power companies, instead of figuring out how to make the grid more efficient and stable, instead decided to launch political campaigns dedicated to persuading people that they don't really need water as much as they think they do. That's what the cable companies are doing right now. It's the FCC's job to stop exactly these types of activities. You need to step up to the plate now.

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[Ticket: # 1326949 - Data cap](#)

**Date:** 11/23/2016 6:38:38 PM

**City/State/Zip:** Rifle, Colorado 81650

**Company Complaining About:** Rise Broadband

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## **Description**

I live in a rural area and my only realistic option is over the air internet. My ISP institutes a 350gb data cap. You have no idea how annoying it is that we live in a country where we have such limited options.

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**Ticket: # 1327144 - Comcast Data cap of 1Tb in CA**

**Date:** 11/23/2016 10:32:56 PM

**City/State/Zip:** San Jose, California 95134

**Company Complaining About:** Comcast

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## **Description**

Comcast is penalizing video streamers with this 1Tb data cap.

If you stream video using services like Netflix and Amazon Prime, it is VERY easy to hit that 1 TB limit by the 15th of the month. I just did, and it is frustrating to have to pay Comcast another \$50 extra for an internet connection.

Any household streaming tv services like Netflix where you have 2 or more people using it at any given time of the day on a daily use as your main tv entertainment source is going to breach that gap, guaranteed and Comcast knows it.

When it comes down to it, this is nothing more than Comcast regaining the money lost from everyone dropping their cable service for such services as Netflix. They had to find a way to let you still stream Netflix and get their money. They figured out a way, and consumers in multiple states are paying the price.

This is a ridiculous burden on consumers that stream video and download files from the internet, and Comcast should be stopped from doing this.

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**Ticket: # 1327218 - Comcast Data cap**

**Date:** 11/24/2016 2:06:46 AM

**City/State/Zip:** Pasadena, Texas 77505

**Company Complaining About:** Comcast

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## **Description**

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

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

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**Ticket: # 1327222 - Comcast Data Cap**

**Date:** 11/24/2016 2:08:36 AM

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

**Company Complaining About:** Comcast

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## **Description**

Hello, I am filing this complaint against Comcast due to them having placed a stupid, cheat skate way to try and screw over consumers in the regards of a "data cap". I am a very big media consumer, i.e Video games, movies, music and software. I also upload digital 3d models for friend and family to use. This cap hurts me financially because with all of that, I easily can go over the bogus "1tb" of allocated bandwidth. Comcast has already admitted that its costs them nothing to keep the cap unlimited. I am not pleased at them trying to screw me over for money they claim they don't need. Secondly, the price per 1gb over is stupid. In my area they told us it would be as much as \$50 USD per 1gb of overages. Please step in and put a stop to this horrible practice!

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[Ticket: # 1327384 - Data Cap](#)

**Date:** 11/24/2016 1:17:06 PM

**City/State/Zip:** Jersey City, Florida 07302

**Company Complaining About:** Comcast

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## **Description**

comcast imposes a 1 TB data cap on their internet services. I was never told this and it is absurd to cap data in a world where 4k video streaming is becoming available. The net must be neutral

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[Ticket: # 1327391 - Comcast Data Caps](#)

**Date:** 11/24/2016 1:29:24 PM

**City/State/Zip:** Plumas Lake, California 95961

**Company Complaining About:** Comcast

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## **Description**

In my area, Comcast just started initiating a data cap. If internet is truly to be treated as a utility, this should be illegal. Please help us in the fight for a truly open internet and stop Comcast and other internet providers from restricting the people's access to the internet.

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**Ticket: # 1327526 - Data Limit**

**Date:** 11/24/2016 7:32:34 PM

**City/State/Zip:** Eugene, Oregon 97401

**Company Complaining About:** Comcast

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## **Description**

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

Furthermore, Eugene has a large student population. Many of these students have multiple devices (my household of five roommates included) that they use to work, study, and in their free time, use the internet including streaming services. Many of these students (my household included) do not have the financial means to pay these exorbitant data overage charges or pay more for unlimited data. It is absolutely ridiculous to impose these data caps on students, many of whom already subscribe to Comcast bundled TV/Internet services.

Given that my service includes Comcast TV, this is simply another attempt by Comcast to line their pockets with extra money and take advantage of those already paying their services. This data limit is clearly an attempt to make up lost profits from less people subscribing to cable service and the lost subscriber fees.

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**Ticket: # 1327635 - Dish enforcing 5GBs data caps**

**Date:** 11/25/2016 12:20:07 AM

**City/State/Zip:** Floresville, Texas 78114

**Company Complaining About:** Dish Network

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## **Description**

Floresville is a small town in Texas with few Internet Service Provider options, and one of them is Dish Network. Dish Network is offering satellite internet to Floresville, but with tiny data caps and throttling heavily when the data allowance is met; the data caps range from 5 gigabytes to the highest of 15 gigabytes. We contacted Dish Network and the ONLY options they gave us was to upgrade from a montly allowance of 5GBs to 15GBs or to cancel our plan outright. They have no intentions of offering unlimited data or working with us beyond upgrading our plan.

I put that I'm filing on behalf of someone due to the fact that it is my grandmother's house and her name is on the bill, not mine. I am living with her, my grandfather, and my mom in her house so I feel the effects of the limiting data caps, but I wasn't sure if I should mention that my name is on the bill or not.

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**Ticket: # 1327645 - Comcast Data Cap Implementaion**

**Date:** 11/25/2016 12:46:03 AM

**City/State/Zip:** Milwaukie, Oregon 97222

**Company Complaining About:** Comcast

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## **Description**

I would like to file a complaint towards my ISP, Comcast. Due to their monopolistic hold over my area they have gone ahead and inacted this data cap for home users. The cap is at 1TB which my today's standard is ever-so shirking. I and thousands of other customers feel that we as consumers are being held hostage. Comcast has free reign to do what the so choose to their customers due to lack of competition.

This data cap also hinders the development of new technologies because some developers might have to worry about their internet usage rather than to focus on developing new ideas. I also feel that this problem also is possible due to the corruption in your agency and the majority of other federal government agencies. I will leave it at that. Its sad that there are other countries which have a fraction of our economy yet have found ways to offer better broadband at lower prices to their citizens.

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**Ticket: # 1327657 - Data Caps with Comcast**

**Date:** 11/25/2016 1:36:20 AM

**City/State/Zip:** Salt Lake City, Utah 84117

**Company Complaining About:** Comcast

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## **Description**

I am writing to you to complain about the newly instituted data caps by Comcast Xfinity. The introduction of these caps are concerning to me. While Comcast claims fairness, it appears that they are simply acting with greed to extract more money from consumers. They claim that it is "only fair" that those who use more, should pay more. In this case, I disagree. My family uses the internet for a host of reasons; homework/education, research, surfing, video streaming, and backing up our important data to an offsite location. As a result we regularly go over the new caps that Comcast has introduced. While they claim that I am among a small percentage who use this much data, that population will grow as people become more and more dependent on internet usage. Additionally, as streaming content grows in quality, the bandwidth required will also grow. This will result in more and more people going over their new data caps. This "limit" is unacceptable and appears to be an unscrupulous attempt to combat users utilizing video and other services they aim to sell.

Unfortunately, I have very limited options at alternate service providers who can offer the speeds which Comcast does. I hope that this letter is met with reception in looking into the practices of Comcast and this unacceptable behavior that they are engaging in. I'm not a fan of regulation, but in this case I'm hoping that you can step in to right this wrong. Thank you for your consideration and understanding of a very frustrated consumer.

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[Ticket: # 1327689 - data cap](#)

**Date:** 11/25/2016 6:36:36 AM

**City/State/Zip:** Jblm, Washington 98433

**Company Complaining About:** Comcast

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## **Description**

the internet is something we all pay money to access and it should stay that way. no company should have the right to cap the internet.

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[Ticket: # 1327731 - Data Caps imposed on Existing Customers](#)

**Date:** 11/25/2016 10:30:10 AM

**City/State/Zip:** Cape Coral, Florida 33993

**Company Complaining About:** Comcast

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### **Description**

Comcast is now imposing data caps that will increase my Internet bill by as much as \$120 per month. We have not changed our usage habits, and they are not providing any additional services, they are simply charging more for the same product because they are being allowed to get away with it.

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**Ticket: # 1327965 - Comcast Data Cap Number Issues**

**Date:** 11/25/2016 3:05:04 PM

**City/State/Zip:** Lansing, Michigan 48910

**Company Complaining About:** Comcast

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**Description**

I am writing on the issue of Comcast's data numbers for my households internet plan. When we first heard news of the implementation in October we catalogued our data usage and decided to adjust our usage based on that. As shown in the attached image on our October usage we were 400 GB below the 1 TB cap at the end of October. However yesterday we received a message from Comcast that we had only 99 GB left for this month. Today that number has gone down to 45 GB when we woke up and now 33 at the time of this message shown in the attached picture despite no internet data usage that severe since that time. Let alone enough to justify such a large increase in our used data.

Contacting Comcast has given us little answers beyond standard talking points on what we 'must' be doing to justify the high data usage we have. I have cited Comcast's own data usage estimate as shown in the third attached image to say how our average internet usage in this household should be well below the 1 TB cap yet have received little to assure us they will look into this. I am writing then to ask for assistance as by every piece of information I have available to me our data usage should currently be far lower then it is given previous months and Comcast's own estimates. If the FCC needs any more information beyond what I have provided here please e-mail me as I would like to resolve this issue before the two courtesy months Comcast gives out are gone.

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**Ticket: # 1327987 - Comcast skewing data usage**

**Date:** 11/25/2016 3:22:21 PM

**City/State/Zip:** Lansing, Michigan 48910

**Company Complaining About:** Comcast

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## **Description**

Ever since Comcast enacted their 1 tb a month plan my family and I have cut down on our internet usage. Before it was instated we barely went over 1tb if at all, and afterwards for the first month we were way below it. Now, inexplicably, we only have 30gb left this month - and we started the day off with 43gb, just a few hours earlier! Yesterday night we had 99gb left! We have not downloaded any games or anything, and these low numbers in the first place had us barely using the internet. It's frankly unbelievable that they can skew numbers like this to extort more money out of us. When we tried to contact Comcast about this our internet very suspiciously turned itself off for about 10 minutes in the middle of the call.

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**Ticket: # 1328015 - Comcast 1TB cap anti-competition**

**Date:** 11/25/2016 3:50:23 PM

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

**Company Complaining About:** Comcast

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**Description**

I am suddenly being capped to 1 TB of usage when i previously had unlimited for the same price. I am already paying \$70 a month just to get decent speeds and now i'm being asked to fork over another \$50 on top of that just to keep my unlimited data which i require to watch TV through other non-comcast services such as netflix, amazon, and playstation.

I have a family of 4 who all stream tv and movies, download video games, and regularly back up their PC's to the cloud. This causes my usage to spike as high as 2TB during months multiple new games or movies are released. This cap is nothing more than an attempt by comcast to force consumers to pay for their own subscription TV service which uses no data - comcast thinks they can simply use a loophole to force users to come back to them.

In addition I have been unable to even see how much data I use without calling their customer service and sitting through their sales pitch because both their website and their mobile app give me errors when i try to see the usage - these errors have been showing up continuously for months . ATTACHED IS A PIC SHOWING THIS ERROR.

I also worry about data injection comcast is using to make pop-ups appear on my browser when i go over the cap, this is clearly a breach of privacy and worries me greatly.

In conclusion, my family is being forced to cancel Playstation Vue, Netflix, and Amazon Video due to the new data cap. We are not willing, nor could we afford to pay an additional \$50 just to continue watching my shows. COMCAST EFFECTIVELY IS FORCING MY FAMILY TO CANCEL THEIR COMPETITORS TV STREAMING SERVICES IN AN ATTEMPT TO REGAIN SUBSCRIBERS TO THEIR CABLE TV - I REFUSE TO PAY EXTRA SO I AM BEING FORCED BY A MONOPOLY TO CANCEL THEIR COMPETITORS SERVICES. COMCAST'S MONOPOLY NEEDS TO END.

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**Ticket: # 1037337 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:28:06 AM

**City/State/Zip:** East Windsor, New Jersey 08520

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 1037341 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 10:29:30 AM

**City/State/Zip:** Lancaster, New York 14086

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1037342 - XXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 10:29:39 AM

**City/State/Zip:** Cornelius, Oregon 97113

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 1037343 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 10:30:12 AM

**City/State/Zip:** Stephens City, Virginia 22655

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037353 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:32:23 AM

**City/State/Zip:** Warren, Michigan 48093

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037354 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:32:53 AM

**City/State/Zip:** Warren, Michigan 48093

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1037347 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:31:23 AM

**City/State/Zip:** Wilton Manors, Florida 33311

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037355 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:33:08 AM

**City/State/Zip:** Houston, Texas 77004

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1037358 - XXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:33:34 AM

**City/State/Zip:** Portage, Michigan 49024

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 1037359 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 10:33:38 AM

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

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037361 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 10:34:55 AM

**City/State/Zip:** Minneapolis, Minnesota 55401

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037366 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:36:39 AM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037369 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:38:09 AM

**City/State/Zip:** Bryan, Texas 77802

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037375 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:41:28 AM

**City/State/Zip:** Brooklyn, New York 11238

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1037376 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:41:34 AM

**City/State/Zip:** Chicago, Illinois 60659

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037377 - XXXXXXXXXX X's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:41:35 AM

**City/State/Zip:** Fresno, California 93711

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037378 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:41:43 AM

**City/State/Zip:** Brooklyn, New York 11229

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037390 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:47:34 AM

**City/State/Zip:** Annapolis, California 95412

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037391 - X XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:47:35 AM

**City/State/Zip:** Indianapolis, Indiana 46219

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037399 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 10:50:36 AM

**City/State/Zip:** Long Beach, California 90813

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037400 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:50:38 AM

**City/State/Zip:** Sebastian, Florida 32976

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037403 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:51:00 AM

**City/State/Zip:** Solana Beach, California 92075

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037414 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:56:50 AM

**City/State/Zip:** Atlanta, Georgia 30306

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037411 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:54:08 AM

**City/State/Zip:** Claremore, Oklahoma 74017

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037413 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:55:15 AM

**City/State/Zip:** Bayville, New Jersey 08721

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037426 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 10:59:45 AM

**City/State/Zip:** Brooklyn, New York 11220

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1037430 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:01:44 AM

**City/State/Zip:** Long Beach, California 90802

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037443 - XXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:05:53 AM

**City/State/Zip:** Springfield, Ohio 45503

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037445 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:06:03 AM

**City/State/Zip:** Minot, North Dakota 58701

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.  
brady randall

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**Ticket: # 1037446 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:06:03 AM

**City/State/Zip:** Lacey, Washington 98513

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037457 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:08:38 AM

**City/State/Zip:** Richmond, Virginia 23227

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037458 - XXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:08:45 AM

**City/State/Zip:** Grosse Pointe Woods, Michigan 48236

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.  
mary alice jennings

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**Ticket: # 1037459 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:08:53 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19121

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037460 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:08:55 AM

**City/State/Zip:** Los Angeles, California 90034

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.  
daniel better

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[Ticket: # 1037462 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:09:12 AM

**City/State/Zip:** Saint Paul, Minnesota 55105

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.  
mercy myers

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**Ticket: # 1037463 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:09:41 AM

**City/State/Zip:** Smyrna, Delaware 19977

**Company Complaining About:** Comcast

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## **Description**

First a little about me personally. I have Verizon DSL. My ONLY other choice would be Comcast. I have no idea which level of Government is doing this to me. All I can do is try to choose the lesser of two evils as the rest of the civilized, "free" world enjoys <much> faster, <much> cheaper internet without having to try to fight off their internet providers on a nearly daily basis. There are people much more qualified to let you know how crooked Comcast is, so let me tell you about Verizon (I like to call them Verslyzon) a little bit. They were going to raise my rates a few months ago for no particular reason other than they felt they could get away with it until I said the magic word: Comcast. I had to threaten them with cancelling on the spot. I have to withstand a barrage of FIOS commercials everywhere! I can't watch TV, get my mail, look at one of their trucks or live my life without being urged to get FIOS, WHICH I WANT (in spite of the outrageous price) and WHICH I CAN'T HAVE because they won't use any of their money to build up the network. On the contrary, they don't even seem to be maintaining their network from a throughput standpoint. I own my DSL modem and it's a good one. They could easily provide me with <AT LEAST> double the speed I have now; probably more. They've admitted that. They insist on making me jump through hoops, cancelling my phone line and installing a business line, at exorbitant cost, in order to do what requires only typing in a command on a computer running some DSLam's and removing a block!! I understand they not only didn't pay any taxes, but got a several hundred million dollar tax refund one year!? Don't you find this at all shameful!? Is this the American way!? How about letting me have just a little of my money back so I can afford to move somewhere else; would that be feasible?

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037465 - chris 's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:11:07 AM

**City/State/Zip:** Louisville, Kentucky 40216

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.  
chris

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**Ticket: # 1037476 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:16:36 AM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037481 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:17:24 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15218

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037485 - XXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:17:42 AM

**City/State/Zip:** Los Angeles, California 90069

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037474 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:15:44 AM

**City/State/Zip:** Heath, Ohio 43056

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037486 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:17:54 AM

**City/State/Zip:** Lusby, Maryland 20657

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037487 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:17:56 AM

**City/State/Zip:** San Diego, California 92111

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037488 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:18:02 AM

**City/State/Zip:** Bayside, California 95524

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037494 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:19:31 AM

**City/State/Zip:** Lusby, Maryland 20657

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037506 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:23:57 AM

**City/State/Zip:** Livermore, California 94551

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037510 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:24:20 AM

**City/State/Zip:** Buffalo, New York 14214

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

I am not a Verizon customer, specifically because of their shady, bullying practices. I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037519 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:28:28 AM

**City/State/Zip:** San Tan Valley, Arizona 85143

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037520 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:29:26 AM

**City/State/Zip:** Novato, California 94949

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037528 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:32:20 AM

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

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037529 - XXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:32:30 AM

**City/State/Zip:** Manhattan Beach, California 90266

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037535 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:33:56 AM

**City/State/Zip:** Kapolei, Hawaii 96707

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037539 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:36:25 AM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037548 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:38:36 AM

**City/State/Zip:** Berwyn, Illinois 60402

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037549 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:39:00 AM

**City/State/Zip:** Blackwood, New Jersey 08012

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037550 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:39:46 AM

**City/State/Zip:** Troy, Michigan 48098

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037565 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:46:19 AM

**City/State/Zip:** San Mateo, California 94401

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037576 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:49:29 AM

**City/State/Zip:** New York, New York 10024

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037577 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:49:32 AM

**City/State/Zip:** Severna Park, Maryland 21146

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037585 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:53:06 AM

**City/State/Zip:** East Meadow, New York 11554

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037586 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:53:16 AM

**City/State/Zip:** Houston, Texas 77062

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037587 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:54:39 AM

**City/State/Zip:** Rockford, Illinois 61103

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037589 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:55:03 AM

**City/State/Zip:** Storm Lake, Iowa 50588

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037592 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:55:29 AM

**City/State/Zip:** Concord, California 94521

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037613 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:01:24 PM

**City/State/Zip:** Colorado Springs, Colorado 80903

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1037600 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:57:24 AM

**City/State/Zip:** Carmel Valley, California 93924

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037604 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:58:29 AM

**City/State/Zip:** Greenwood, Indiana 46142

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1037605 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:59:22 AM

**City/State/Zip:** Minneapolis, Minnesota 55420

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037723 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:28:36 PM

**City/State/Zip:** Kalaheo, Hawaii 96741

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037625 - XXXXXXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:05:35 PM

**City/State/Zip:** Yarmouth, Maine 04096

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037631 - Maryann Piccione's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:08:10 PM

**City/State/Zip:** Holiday, Florida 34690

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037637 - XXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:10:42 PM

**City/State/Zip:** Farmington, Arkansas 72730

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1037638 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:10:48 PM

**City/State/Zip:** Salisbury, North Carolina 28147

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1037728 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:29:54 PM

**City/State/Zip:** Danville, California 94526

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037806 - XXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:53:39 PM

**City/State/Zip:** Minneapolis, Minnesota 55436

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037793 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:50:22 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037807 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:54:07 PM

**City/State/Zip:** Pompano Beach, Florida 33062

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037676 - XXXX X's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:16:46 PM

**City/State/Zip:** Los Angeles, California 90095

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037694 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:20:48 PM

**City/State/Zip:** Bronx, New York 10452

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037709 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:24:12 PM

**City/State/Zip:** Vallejo, California 94590

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037730 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:30:35 PM

**City/State/Zip:** Gainesville, Florida 32608

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 1037741 - XXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:32:13 PM

**City/State/Zip:** Salem, Oregon 97305

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037751 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:34:15 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037755 - X XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:35:02 PM

**City/State/Zip:** Burlington, Wisconsin 53105

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037759 - XXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:37:20 PM

**City/State/Zip:** New Ringgold, Pennsylvania 17960

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037760 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:37:34 PM

**City/State/Zip:** Donora, Pennsylvania 15033

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037762 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:38:00 PM

**City/State/Zip:** Gulfport, Mississippi 39507

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037763 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:38:06 PM

**City/State/Zip:** New Ringgold, Pennsylvania 17960

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037778 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:44:12 PM

**City/State/Zip:** Washington, District Of Columbia 20003

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037781 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:45:08 PM

**City/State/Zip:** San Antonio, Texas 78205

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037789 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:48:10 PM

**City/State/Zip:** Burbank, California 91505

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037790 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:48:41 PM

**City/State/Zip:** Fayetteville, Arkansas 72704

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1037811 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:54:30 PM

**City/State/Zip:** Fairfield, Iowa 52556

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037873 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:09:12 PM

**City/State/Zip:** Los Altos, California 94022

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037847 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:04:04 PM

**City/State/Zip:** Beverly Hills, Michigan 48025

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037840 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:01:49 PM

**City/State/Zip:** Brooklyn, New York 11249

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1037866 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 1:07:20 PM

**City/State/Zip:** Oxford, North Carolina 27565

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037868 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:07:50 PM

**City/State/Zip:** Henrico, Virginia 23229

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037874 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:09:17 PM

**City/State/Zip:** Atlanta, Georgia 30329

**Company Complaining About:** Comcast

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## **Description**

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Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037883 - XXXXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:12:25 PM

**City/State/Zip:** Minneapolis, Minnesota 55405

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037885 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:12:37 PM

**City/State/Zip:** Buffalo, New York 14218

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 1037887 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:13:19 PM

**City/State/Zip:** Fairbanks, Alaska 99709

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1037889 - XXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 1:13:58 PM

**City/State/Zip:** Pacific Grove, California 93950

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1038030 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:49:32 PM

**City/State/Zip:** Palo Alto, California 94306

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037900 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:17:02 PM

**City/State/Zip:** Longmont, Colorado 80503

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 1037938 - XXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:28:15 PM

**City/State/Zip:** Sacramento, California 95816

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules (go figure), and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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(b) (6)

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**Ticket: # 1038054 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:57:34 PM

**City/State/Zip:** La Crosse, Wisconsin 54601

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037948 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:30:49 PM

**City/State/Zip:** Richmond, Virginia 23222

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1038032 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 1:49:49 PM

**City/State/Zip:** Palo Alto, California 94306

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038043 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:54:07 PM

**City/State/Zip:** Albany, Oregon 97322

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038046 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:55:13 PM

**City/State/Zip:** Concord, California 94519

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1038053 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 1:57:31 PM

**City/State/Zip:** San Francisco, California 94103

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038122 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 2:15:35 PM

**City/State/Zip:** Villanova, Pennsylvania 19085

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1038063 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 1:59:22 PM

**City/State/Zip:** Minneota, Minnesota 56264

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1038086 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 2:08:11 PM

**City/State/Zip:** Charleston, South Carolina 29414

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1038092 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 2:09:37 PM

**City/State/Zip:** Charleston, South Carolina 29414

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1038095 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 2:10:10 PM

**City/State/Zip:** Salem, Oregon 97317

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1038110 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 2:12:59 PM

**City/State/Zip:** Magna, Utah 84044

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1038127 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 2:17:31 PM

**City/State/Zip:** Owosso, Michigan 48867

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1038145 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 2:26:11 PM

**City/State/Zip:** Wolcott, New York 14590

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038159 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 2:31:30 PM

**City/State/Zip:** Roanoke, Virginia 24016

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1038154 - XXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 2:29:27 PM

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

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038181 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 2:40:54 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038184 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 2:41:49 PM

**City/State/Zip:** Westminster, California 92683

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038188 - XX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 2:43:01 PM

**City/State/Zip:** Forest Grove, Oregon 97116

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038189 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 2:43:56 PM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038223 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 2:54:33 PM

**City/State/Zip:** Huntley, Illinois 60142

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1038202 - Cox enacting data caps and overage fees.](#)

**Date:** 6/15/2016 2:49:42 PM

**City/State/Zip:** Lowell, Arkansas 72745

**Company Complaining About:** Cox

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## **Description**

Cox is enacting data caps and now are "testing" overage fees in certain markets. This must be stopped before this is company wide. They are punishing their internet only customers because this is our only source of home entertainment since we don't subscribe to their cable services.

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**Ticket: # 1038220 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 2:54:04 PM

**City/State/Zip:** Jacksonville, Florida 32223

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038232 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 2:57:36 PM

**City/State/Zip:** Orland Park, Illinois 60467

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038240 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 3:00:13 PM

**City/State/Zip:** Los Osos, California 93402

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038248 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 3:04:39 PM

**City/State/Zip:** Deland, Florida 32720

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules. Thank you. Not surprisingly, ISP's are trying creative ploys to give unfair advantages to those who can afford to pay: they're charging websites and apps to be exempted from customers' data caps.

These programs create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

These plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038252 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 3:07:10 PM

**City/State/Zip:** Purcellville, Virginia 20132

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1038273 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 3:14:29 PM

**City/State/Zip:** Inman, South Carolina 29349

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038276 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 3:14:53 PM

**City/State/Zip:** Pahoia, Hawaii 96778

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038277 - Bob 's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 3:15:19 PM

**City/State/Zip:** Paso Robles, California 93446

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1038308 - XXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 3:23:39 PM

**City/State/Zip:** Baltimore, Maryland 21211

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038312 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 3:24:53 PM

**City/State/Zip:** Columbia, Maryland 21044

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038317 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 3:26:32 PM

**City/State/Zip:** Fairfax, Virginia 22033

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038329 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 3:29:28 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038491 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 4:20:17 PM

**City/State/Zip:** Nashville, Tennessee 37208

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038406 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 3:53:25 PM

**City/State/Zip:** Oakland, California 94619

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038410 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 3:54:32 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1038434 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 4:01:21 PM

**City/State/Zip:** Oxford, Mississippi 38655

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1038459 - Cox Communications](#)

**Date:** 6/15/2016 4:07:09 PM

**City/State/Zip:** Okc, Oklahoma 73162

**Company Complaining About:** Cox

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## **Description**

Cox communications is lowering their data caps on all levels of service for no apparent reason. Their customer service reps are claiming it is required by the FCC, i know this not to be the case. This is a blatant money grab, designed to penalize those of us how stream our content instead of paying cox a lot of money for their TV bundles.

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**Ticket: # 1038495 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 4:20:56 PM

**City/State/Zip:** Columbia, South Carolina 29229

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1038475 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 4:13:03 PM

**City/State/Zip:** South Hamilton, Massachusetts 01982

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1038478 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 4:14:00 PM

**City/State/Zip:** Riverside, Rhode Island 02915

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1038496 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 4:20:58 PM

**City/State/Zip:** Kailua Kona, Hawaii 96745

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1038498 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 4:21:52 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1038505 - Cox data caps](#)

**Date:** 6/15/2016 4:24:45 PM

**City/State/Zip:** Las Vegas, Nevada 89129

**Company Complaining About:** Cox

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## **Description**

Cox has recently cut all of their data caps in half. Though they do not currently administer penalties for overages, the fact that they increased the caps last year then decreased them this year is very worrisome that they might in fact do so in the near future.

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**Ticket: # 1038516 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 4:26:26 PM

**City/State/Zip:** Medford, Oregon 97501

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1038522 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 4:27:30 PM

**City/State/Zip:** Little Rock, Arkansas 72202

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038634 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 5:17:12 PM

**City/State/Zip:** Land O Lakes, Florida 34639

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1038557 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 4:43:28 PM

**City/State/Zip:** Indianapolis, Indiana 46220

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. Now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. Now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I do not want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality, and selection.

There is no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who would rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we have always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the end, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It is the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1038531 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 4:29:07 PM

**City/State/Zip:** New York, New York 10024

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1038537 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 4:32:37 PM

**City/State/Zip:** Catawba, North Carolina 28609

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038560 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 4:46:16 PM

**City/State/Zip:** Chicago, Illinois 60641

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038596 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 4:57:36 PM

**City/State/Zip:** Miami, Florida 33174

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038652 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 5:24:16 PM

**City/State/Zip:** Lompoc, California 93436

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038674 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 5:29:43 PM

**City/State/Zip:** Constantia, New York 13044

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038678 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 5:31:11 PM

**City/State/Zip:** Saint Paul, Minnesota 55123

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038723 - XXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 5:49:58 PM

**City/State/Zip:** Granger, Indiana 46530

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038746 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 5:58:30 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

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These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1039015 - XXXX XXXXX 's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 8:18:44 PM

**City/State/Zip:** Houston, Texas 77069

**Company Complaining About:** AT&T

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## **Description**

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<https://www.techdirt.com/articles/20160603/06530234613/broadband-ceos-admit-usage-caps-are-nothing-more-than-toll-uncompetitive-markets.shtml>

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Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1038726 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 5:50:06 PM

**City/State/Zip:** Arlington, Virginia 22201

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039121 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 9:39:35 PM

**City/State/Zip:** New York, New York 10032

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038767 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 6:05:44 PM

**City/State/Zip:** Lakeland, Minnesota 55043

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038960 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 7:43:47 PM

**City/State/Zip:** Pleasantville, New York 10570

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1038788 - Changed Data Caps](#)

**Date:** 6/15/2016 6:09:54 PM

**City/State/Zip:** Phoenix, Arizona 85024

**Company Complaining About:** Cox

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### **Description**

Cox decided to cut our data caps (which are ridiculous in the first place) in half without notice.

I pay the same amount of money and get half of what I signed up for? Very low blow.

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[Ticket: # 1038797 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 6:13:04 PM

**City/State/Zip:** Taunton, Massachusetts 02780

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038826 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 6:31:02 PM

**City/State/Zip:** Camden, New York 13316

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038830 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 6:34:00 PM

**City/State/Zip:** Saline, Michigan 48176

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038834 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 6:38:21 PM

**City/State/Zip:** North Little Rock, Arkansas 72116

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038864 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 6:49:17 PM

**City/State/Zip:** Lufkin, Texas 75902

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038867 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 6:50:50 PM

**City/State/Zip:** Englishtown, New Jersey 07726

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038895 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 7:03:50 PM

**City/State/Zip:** Bronxville, New York 10708

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038917 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 7:16:26 PM

**City/State/Zip:** Roslindale, Massachusetts 02131

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038929 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 7:22:59 PM

**City/State/Zip:** Stuart, Florida 34997

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038944 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 7:36:39 PM

**City/State/Zip:** Alamogordo, New Mexico 88310

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1038976 - XX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 7:57:22 PM

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

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1038978 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 7:58:36 PM

**City/State/Zip:** Oceanside, California 92056

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039000 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 8:08:28 PM

**City/State/Zip:** Bradenton, Florida 34209

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039027 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 8:28:16 PM

**City/State/Zip:** Santa Fe, New Mexico 87508

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039055 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 8:45:25 PM

**City/State/Zip:** Ithaca, New York 14850

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039083 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 8:57:48 PM

**City/State/Zip:** Los Angeles, California 90066

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039152 - XXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 10:01:10 PM

**City/State/Zip:** Leesburg, Virginia 20175

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039433 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 9:07:03 AM

**City/State/Zip:** Centreville, Virginia 20121

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1039091 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 9:05:40 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039153 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:02:47 PM

**City/State/Zip:** Modesto, California 95355

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039128 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 9:41:30 PM

**City/State/Zip:** Rockville, Maryland 20850

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039138 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 9:46:52 PM

**City/State/Zip:** Georgetown, Massachusetts 01833

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039200 - Data cap increased and then quickly cut in half.](#)

**Date:** 6/15/2016 10:52:49 PM

**City/State/Zip:** Chesapeake, Virginia 23322

**Company Complaining About:** Cox

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## **Description**

A while back cox increased their data cap for the "Ultimate" tier to 2TB. Recently, however they have cut it back to 1TB. This type of bait-and-switch tactic is blatantly unethical, and should be illegal. Data caps need to go.

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[Ticket: # 1039188 - XXXXXXXX XXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 10:36:15 PM

**City/State/Zip:** Brooklyn, New York 11231

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039195 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:47:15 PM

**City/State/Zip:** Antelope, California 95843

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1039198 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:49:29 PM

**City/State/Zip:** West Palm Beach, Florida 33415

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039212 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:05:55 PM

**City/State/Zip:** New York, New York 10025

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039229 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:26:48 PM

**City/State/Zip:** Austin, Texas 78756

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have. I want an Internet where I can use any service regardless of what my ISP thinks.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use. The artificial scarcity principle AT&T uses to make me pay more for "data" is downright stupid. Also, I shouldn't be limited to certain sites when I'm out of "data" just because my ISP says so.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039240 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:36:50 PM

**City/State/Zip:** Moundsville, West Virginia 26041

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039248 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 11:58:25 PM

**City/State/Zip:** Makawao, Hawaii 96768

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039259 - XXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 12:23:22 AM

**City/State/Zip:** Gloversville, New York 12078

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039278 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 12:47:43 AM

**City/State/Zip:** Toms River, New Jersey 08757

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039268 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 12:35:35 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15232

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039276 - Data Caps limit change](#)

**Date:** 6/16/2016 12:42:58 AM

**City/State/Zip:** Phoenix, Arizona 85021

**Company Complaining About:** Cox

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### **Description**

As an I.T. professional I know that data caps are just a way for internet companies to milk money from their customers. And now Cox has cut the cap in half for all of their non-business data plans.

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**Ticket: # 1039293 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 1:16:33 AM

**City/State/Zip:** Dearborn Heights, Michigan 48125

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039303 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 2:12:59 AM

**City/State/Zip:** Glen Ellyn, Illinois 60137

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039299 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 1:30:11 AM

**City/State/Zip:** Bainbridge Island, Washington 98110

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039307 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 2:42:48 AM

**City/State/Zip:** Aliso Viejo, California 92656

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039308 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 3:13:05 AM

**City/State/Zip:** Los Angeles, California 90032

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039313 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 4:36:10 AM

**City/State/Zip:** Jamaica Plain, Massachusetts 02130

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039321 - XXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 4:55:36 AM

**City/State/Zip:** Marshall, North Carolina 28753

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039326 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 5:22:45 AM

**City/State/Zip:** McCall, Idaho 83638

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039330 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 6:03:27 AM

**City/State/Zip:** Canton, North Carolina 28716

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039334 - Data Caps / Charging for Extra Data](#)

**Date:** 6/16/2016 6:23:47 AM

**City/State/Zip:** Waynesville, North Carolina 28786

**Company Complaining About:** AT&T

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## **Description**

The only internet service available in our area is AT&T, and they only offer us their DSL, not their fiber service (UVerse). We have a data cap and have to pay extra whenever we go over the cap. This seems to be an arbitrary cap and feels like gouging as we have no alternative. Data caps are unreasonable, especially when AT&T has no competition. Thank you for your time.

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**Ticket: # 1039342 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 6:46:35 AM

**City/State/Zip:** Blackwood, New Jersey 08012

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039343 - XXXX X's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 6:59:57 AM

**City/State/Zip:** Asbury Park, New Jersey 07712

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039383 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 8:41:01 AM

**City/State/Zip:** Detroit, Michigan 48202

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039434 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 9:07:23 AM

**City/State/Zip:** Centreville, Virginia 20121

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039355 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 7:37:21 AM

**City/State/Zip:** West Bend, Wisconsin 53090

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039361 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 7:51:21 AM

**City/State/Zip:** West Park, Florida 33023

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039362 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 7:51:57 AM

**City/State/Zip:** West Park, Florida 33023

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1039389 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 8:46:34 AM

**City/State/Zip:** Vineland, New Jersey 08360

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039491 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 9:39:49 AM

**City/State/Zip:** West Park, Florida 33023

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039487 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 9:38:51 AM

**City/State/Zip:** West Park, Florida 33023

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 1039495 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 9:46:41 AM

**City/State/Zip:** Akron, Ohio 44333

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039531 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 10:11:46 AM

**City/State/Zip:** Ashley, Michigan 48806

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039577 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 10:34:46 AM

**City/State/Zip:** Odessa, Texas 79762

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039617 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 10:53:55 AM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039711 - XXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 11:30:11 AM

**City/State/Zip:** Prescott, Arizona 86303

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039715 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 11:30:44 AM

**City/State/Zip:** Brookline, Massachusetts 02446

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039774 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 11:51:15 AM

**City/State/Zip:** Garberville, California 95542

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1039781 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 11:51:43 AM

**City/State/Zip:** Kingston Springs, Tennessee 37082

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1039794 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 11:56:48 AM

**City/State/Zip:** San Francisco, California 94112

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039838 - Outrageous Data Caps**

**Date:** 6/16/2016 12:10:28 PM

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

**Company Complaining About:** Mediacom

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## **Description**

Internet providers everywhere have already said that Data Caps serve literally no purpose other than to get more money from customers. I believe this is a net neutrality/open internet issue because it is severely limiting the public's ability to use the internet in ways they see fit. We should NOT have to plan out how much data we are using per month because of some outrageous data caps that the ISP has brought down upon us. We actually had to upgrade our internet once already in order to have a "higher bandwidth limit" so we would not get charged crazy amounts of money per month every month. Instead we now pay an extra \$10 per month instead of \$20 for going over the cap. We now are paying for unnecessary speed and higher data limits. We would change over to another ISP if they didn't also have data limits and lower speeds. Mediacom is a Comcast company and it is showing it. The reason I am saying that about Comcast is because they are literally a company made up of only greedy people.

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[Ticket: # 1039926 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 12:37:08 PM

**City/State/Zip:** Peachtree City, Georgia 30269

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1039921 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 12:35:31 PM

**City/State/Zip:** Metairie, Louisiana 70003

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

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**Ticket: # 1040012 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 1:11:37 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1040033 - XXXXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 1:16:49 PM

**City/State/Zip:** Missoula, Montana 59801

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1040075 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 1:30:14 PM

**City/State/Zip:** Chatsworth, California 91311

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1040205 - Data cap**

**Date:** 6/16/2016 2:09:56 PM

**City/State/Zip:** Milliken, Colorado 80543

**Company Complaining About:** Centurylink

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## **Description**

I have had service with CenturyLink since June of 2014. When I first set up service I asked the rep if they had a data cap and she said no. When the installer was at our house he told us no data caps have fun. I pay for 40mbps and the following is taken directly from your website about buying 40mbps:  
"40 Mbps

Perfect for a family with tons of Internet-connected gadgets

Bring more speed to every online game

Everyone in your home can download, stream, create and share all day, every day."

That is a lie because you are capping data usage on that plan if you use too much you get canceled or buy business class so how can you use it all day everyday with multiple users and not violate excessive use policy?

On June 8, 2016, I received a popup saying that I was in violation of their excessive use policy and that I had the option of upgrading to a business plan or have my service cancelled. I was confused so I first chatted and asked why I was being sent warnings because since I have been a customer my data usage did not change. They told me that it has always been the policy and that after 6 months they cancel service. I asked what my usage has been for the year. Customer service could not answer that question so I had to email tech department. They told me that I have been going over their data allotment since July 2014. I was told there was no data cap in June 2014 when service was installed. I was still confused because my usage had not changed since service started so why was I now being threatened to pay more or get service canceled. I called customer service to get dates of policy changes since they do not date their updates. I also asked where the data usage tool is because the last service provider who had data caps at least gave a tool to monitor. There is no such tool. I was told that I should not stream on Hulu or Netflix because they consume too much data and the rep said the solution to my problems was to bundle DirectTv with my internet so I do not use so much data. This seems to be in breach of open internet policy because it benefits them to get money for DirectTv bundle. I wasted two hours of my life when trying to get questions answered and the run around of being transferred to 6 different people and waiting for two hours to chat with someone. on June 15,2016. Then I tried to talk to a person in tech department about my data usage and he tells me that there is no data cap. I read him the email and explained that I received a popup. He apologizes and tries to help me at first, but then comes back and reads excessive use policy which I already read when I got the popup on June 8, 2016. It was the first notice that I had seen. Why a popup and not an email? Seems shady to me. I asked for a supervisor who started talking over me and would not answer a single question. Then he transferred me to someone in the "policy" department who would not let me talk or answer any questions. He told me I had been sent two popups another in March. I never received one in March. He said the one on June 8th was my last warning and I had two options upgrade to business class and pay more money or cancel service. This sounds like a business that has gotten too big and is monopolizing the business. They are trying to block users from streaming movies because they also are in business with DirectTV which is a

violation of open internet. My usage has been the same, but all of a sudden I am a problem and CenturyLink wants to force me into a more expensive business class or leave. I have paid my bill faithfully since June 2014 when service started. I was told by the "policy" department I was lucky that they did not cut me off sooner. He said it did not matter if all the people I talked to gave me wrong information. How does a business get away with lying and saying that it does not matter? Violation of open internet, horrible customer service with supervisors condoning flat out lies, and not informing customers that a new policy was being implemented until they receive a popup which can be easily missed. CenturyLink has become too big to provide decent customer service, and there are many people voicing the same issues.

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**Ticket: # 1040246 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 2:20:23 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1041089 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 6:37:44 PM

**City/State/Zip:** Navarre, Florida 32566

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1040350 - Cox Cable Monthly Data Plan (cap)**

**Date:** 6/16/2016 2:58:36 PM

**City/State/Zip:** El Cajon, California 92021

**Company Complaining About:** Cox

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## **Description**

Hello,

Today I found that Cox Communications had lowered my allotted monthly data usage by 50%...from 2TB combined upload/download, down to 1TB.

It is bad enough that an ISP (who charges me BANDWIDTH) already limits the amount of DATA I consume with that BANDWIDTH, but now they've gone and reduced the amount of Data I can consume by 50%!

When I sign up for service with an ISP, I choose different plans that list the amount of BANDWIDTH I am going to be provisioned and pay accordingly. DATA caps for an agreement like this do not make sense.

If I were to fully utilize the BANDWIDTH I am provisioned (300Mbps right now) I would run out of the DATA Cox Communications is capping me at (1TB) in 8.1 hours...I wouldn't even make it through half of a day.

So why am I being charged for BANDWIDTH if I cannot fully utilize it?

If Coc Communications wants to limit DATA, why not provision all users the Max BANDWIDTH available, and then cut them off at the DATA cap?

See what I mean? It doesn't make sense.

In this day of HD video, where US citizens are consuming more of their media over the internet rather than through cable/satellite/OTA data caps not only don't make sense, they're illogical to begin with.

To use an example, I watch Netflix at my home; Netflix uses: "3 GB per hour for HD and 7 GB per hour for Ultra HD".

Lets say I alone watch 3 hours of Netflix a night for a month, I am already at 270GB (for just HD, and I watch UltraHD from time to time)...but for the sake of the argument we'll stick with HD.

That is MY usage only, there are 2 other people in my home who ALSO watch netflix, at the same or at a greater rate than I do.

That puts us at the very minimum 810GB of DATA usage (from Netflix ALONE...).

This doesn't account for any other traffic on the network, it is very easy for us to go over 1TB...last month I hit 1556.96GB, the month prior I was close to the 2000GB mark.

Media consumption over the internet is only going to increase, and with higher quality media being more readily available DATA usage is going to increase exponentially.

Please help the average American's plight against the mega monopolies our ISP's have become.

The internet has reached the point of necessity, it is no longer possible for citizens to exist in our world without internet access so why isn't the internet being treated the same way as Electricity and Water are...as a utility.

Please help us, citizens themselves simply don't have the power to force large corporations to change, we need the help of our government.

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**Ticket: # 1040540 - XXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 3:46:11 PM

**City/State/Zip:** Glendale, California 91201

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1041188 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 7:29:13 PM

**City/State/Zip:** Gravette, Arkansas 72736

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 1040686 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 4:43:40 PM

**City/State/Zip:** Newnan, Georgia 30263

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1040989 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 6:02:39 PM

**City/State/Zip:** Woodstock, Illinois 60098

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1040795 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 5:11:27 PM

**City/State/Zip:** Panama City, Florida 32404

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1040988 - XXXX XXXX 's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 6:02:35 PM

**City/State/Zip:** Westmoreland, Tennessee 37186

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

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**Ticket: # 1041512 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 12:54:52 AM

**City/State/Zip:** Winter Garden, Florida 34787

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1041031 - COX Internet monthly data cap](#)

**Date:** 6/16/2016 6:19:25 PM

**City/State/Zip:** Phoenix, Arizona 85042

**Company Complaining About:** Cox

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## **Description**

Hello,

COX has placed a Data Cap on my Internet service, this places undue burden on me as being a software developer I need a high bandwidth connection with no cap on data usage as I sometimes need to transfer large files & backup my data to the cloud. The basic task of backing up my data on the cloud would cause me to go over on my 1TB limit. This is a burdeon on me as there is no other ISP in town who serves residential customers with the data speeds that I need, so I am stuck with COX.

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[Ticket: # 1041109 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/16/2016 6:46:42 PM

**City/State/Zip:** Little Genesee, New York 14754

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1041133 - XXXXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 7:01:24 PM

**City/State/Zip:** Goodlettsville, Tennessee 37072

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1041321 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 8:44:27 PM

**City/State/Zip:** Reseda, California 91335

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1043265 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 8:41:02 PM

**City/State/Zip:** Saint Paul, Minnesota 55102

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1041307 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 8:39:43 PM

**City/State/Zip:** Berkeley, California 94703

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1041338 - Cox Ultimate Internet Package Data Cap****Date:** 6/16/2016 8:59:27 PM**City/State/Zip:** Midwest City, Oklahoma 73110**Company Complaining About:** Cox

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**Description**

For the past year that I have subscribed to Cox Ultimate Internet, my data usage cap has been 2TB. Just this month I noticed that Cox has reduced that data usage cap to 1TB. When I contacted their customer service, they explained that they lowered it from 2TB to 1TB because nobody uses over 1TB. Yet, several times a year my family does use well over 1TB, especially during the holidays! They say that they will not charge overage fees, but they already are in one market (Cleveland, Ohio). Cox needs to restore the data cap to where it was and really should not even have a data cap for the \$99/mo they charge. I have attached a copy of their "Data Plan and Usage" page from May 2016 for reference.

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**Ticket: # 1041587 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 7:15:14 AM

**City/State/Zip:** Covington, Kentucky 41014

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1041452 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/16/2016 10:57:35 PM

**City/State/Zip:** Fowler, California 93625

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1041537 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 3:17:47 AM

**City/State/Zip:** Fall River, Massachusetts 02724

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1041546 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 4:46:33 AM

**City/State/Zip:** Glendale, California 91206

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1041548 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 4:47:06 AM

**City/State/Zip:** Glendale, California 91206

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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[Ticket: # 1041591 - Implemented data caps without previously informing me](#)

**Date:** 6/17/2016 7:27:47 AM

**City/State/Zip:** Dover, New Hampshire 03820

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a 1TB data cap on my account without informing me. After calling their customer service, I was informed that I was correct that my plan had a data cap. I told the rep that at no point had anyone ever told me about a data cap and I would have made different choices if I had known that.

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[Ticket: # 1041672 - XXXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 6/17/2016 9:28:04 AM

**City/State/Zip:** Tustin, California 92780

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1041707 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 9:59:30 AM

**City/State/Zip:** Pensacola, Florida 32506

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 1041771 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/17/2016 10:29:32 AM

**City/State/Zip:** Mason, Wisconsin 54856

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1041930 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 11:36:53 AM

**City/State/Zip:** Canyon Lake, Texas 78133

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so by email.

(b) (6)

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[Ticket: # 1041958 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/17/2016 11:46:45 AM

**City/State/Zip:** Berkeley, California 94704

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1042342 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/17/2016 2:10:00 PM

**City/State/Zip:** Portland, Oregon 97224

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1044258 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/19/2016 10:21:09 AM

**City/State/Zip:** Phoenix, Arizona 85013

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1042766 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 4:16:35 PM

**City/State/Zip:** Sterling, Virginia 20164

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1042672 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 3:46:27 PM

**City/State/Zip:** Valdosta, Georgia 31601

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1042642 - XXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 3:37:07 PM

**City/State/Zip:** Atlanta, Georgia 30308

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1042914 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 5:11:26 PM

**City/State/Zip:** Palo Alto, California 94301

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1043324 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 9:49:41 PM

**City/State/Zip:** Corcoran, California 93212

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1043205 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 7:35:59 PM

**City/State/Zip:** Denver, Colorado 80204

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1043323 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/17/2016 9:47:08 PM

**City/State/Zip:** Porterville, California 93257

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1044512 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/19/2016 7:18:14 PM

**City/State/Zip:** Tampa, Florida 33618

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1043365 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 6/17/2016 10:37:41 PM

**City/State/Zip:** Brookeland, Texas 75931

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1043431 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/18/2016 1:50:57 AM

**City/State/Zip:** Modesto, California 95350

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1043434 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/18/2016 2:12:25 AM

**City/State/Zip:** Dania, Florida 33004

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1043662 - XXXX XXX's complaint re: ISP Zero Rating**

**Date:** 6/18/2016 12:58:05 PM

**City/State/Zip:** Cambridge, Massachusetts 02138

**Company Complaining About:** Comcast

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## **Description**

Net Neutrality is important to me.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1043836 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/18/2016 3:22:18 PM

**City/State/Zip:** Hawthorne, New Jersey 07506

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1043990 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/18/2016 6:26:27 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1044051 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/18/2016 8:01:00 PM

**City/State/Zip:** Seattle, Washington 98144

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1044075 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/18/2016 8:28:12 PM

**City/State/Zip:** Sparta, Missouri 65753

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1044162 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/18/2016 11:40:48 PM

**City/State/Zip:** Iowa City, Iowa 52240

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1044154 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/18/2016 11:33:59 PM

**City/State/Zip:** San Francisco, California 94133

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1044155 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/18/2016 11:34:38 PM

**City/State/Zip:** San Francisco, California 94133

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1044170 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/19/2016 12:05:57 AM

**City/State/Zip:** New Kensington, Pennsylvania 15068

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1044282 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/19/2016 11:30:09 AM

**City/State/Zip:** Hope, Alaska 99605

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1044321 - XXXX X's complaint re: ISP Zero Rating**

**Date:** 6/19/2016 1:21:48 PM

**City/State/Zip:** Boston, Massachusetts 02210

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1044325 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/19/2016 1:37:21 PM

**City/State/Zip:** Portland, Oregon 97220

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1044495 - XXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/19/2016 6:32:54 PM

**City/State/Zip:** Eden Prairie, Minnesota 55346

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1044497 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/19/2016 6:34:26 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 1044551 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/19/2016 8:39:33 PM

**City/State/Zip:** Roanoke, Texas 76262

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1044633 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/19/2016 11:31:39 PM

**City/State/Zip:** Staten Island, New York 10312

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1044649 - Comcast internet cap**

**Date:** 6/20/2016 12:28:59 AM

**City/State/Zip:** Davie, Florida 33325

**Company Complaining About:** Comcast

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## **Description**

Comcast has a 250gb data cap in my city and between my niece (who we adopted) watching netflix, me playing video games, my father's smart TV, and having other devices connected to wifi and needing updates; we go over the 250 limit by the 20th of the month. We then need to disconnect the internet to avoid extra fees. We pay 60 dollars a month and have no other ISPs that offer anything over 6gb speeds. Comcast knows this and shows it through their poor customer service. After all the things they have done we have no other options and now they have enforced this limit to drain more money from people and it is to the point where we are not sure what to do. This company is getting out of control and they over charge for poor services because people have no other options. Also many people I have talked to have similar issues with Comcast.

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[Ticket: # 1044650 - Comcast internet cap](#)

**Date:** 6/20/2016 12:30:51 AM

**City/State/Zip:** Davie, Florida 33325

**Company Complaining About:** Comcast

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## **Description**

Comcast has a 250gb data cap in my city and between my niece (who we adopted) watching netflix, me playing video games, my father's smart TV, and having other devices connected to wifi and needing updates; we go over the 250 limit by the 20th of the month. We then need to disconnect the internet to avoid extra fees. We pay 60 dollars a month and have no other ISPs that offer anything over 6gb speeds. Comcast knows this and shows it through their poor customer service. After all the things they have done we have no other options and now they have enforced this limit to drain more money from people and it is to the point where we are not sure what to do. This company is getting out of control and they over charge for poor services because people have no other options. Also many people I have talked to have similar issues with Comcast.

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[Ticket: # 1044683 - AT&T charging extra for standalone Internet](#)

**Date:** 6/20/2016 3:09:28 AM

**City/State/Zip:** Fremont, California 94539

**Company Complaining About:** AT&T

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## **Description**

AT&T used to be good alternative ISP to cable companies. In the past year or so, they have become arrogant and as bad as Comcast.

- 1) They are automatically charging extra \$5 for being a standalone Internet customer
- 2) They have started enforcing Data Caps for standalone Internet customers. For their TV subscribers, caps go away magically. This is effectively forcing customers not to cut cord.
- 3) In general, AT&T Internet pricing is now more than Cable providers'.
- 4) AT&T has become arrogant and is not willing to negotiate or offering rebates as it used to in the past 20 years I've known them.

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**Ticket: # 1044961 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/20/2016 11:04:54 AM

**City/State/Zip:** Waynesboro, Virginia 22980

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

If you can't see how that's a problem, you need new glasses... or new eyes. The internet is the future. Cable has had a monopoly on entertainment for so long that they can't bear to give it up. We are the United States-- the epitome of Capitalism. We should be able to show the world how GOOD that system can be... not how fucked up it becomes when you let "Free Trade" (aka monopolies) run rampant.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

I have already started to notice slowed service to YouTube and I have noted that with them, with no real response. They do not care; don't let them police themselves-- IT DOESN'T WORK.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1045027 - Data Cap on Internet Service](#)

**Date:** 6/20/2016 11:31:27 AM

**City/State/Zip:** Dayton, Ohio 45429

**Company Complaining About:** AT&T

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## **Description**

After having internet service with AT&T for a little over two years, they have (under short notice) instituted data caps. They have never mentioned that there was one in the first place, nor allowed me to view my usage prior to the institution of their caps. They "graciously" allow me the option of unlimited data, which now means I have to pay more to continue to use my service in the same manner as when I first became a customer. My only other option is to package TV service, which holds no value to my family and I. This is simply a grossly consumer-unfriendly way to boost TV subscription numbers at a time when more consumers are dropping TV services. It is my sincere hope the FCC puts a stop to this extortionist practice.

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**Ticket: # 1045498 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/20/2016 2:21:32 PM

**City/State/Zip:** Sonoma, California 95476

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1045984 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/20/2016 5:06:40 PM

**City/State/Zip:** Charlotte, North Carolina 28217

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1045720 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/20/2016 3:31:17 PM

**City/State/Zip:** Delmar, New York 12054

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)



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**Ticket: # 1046298 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/20/2016 7:12:55 PM

**City/State/Zip:** Shelby Township, Michigan 48316

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1046602 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/20/2016 11:16:45 PM

**City/State/Zip:** Spring, Texas 77379

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1046424 - Data Caps](#)

**Date:** 6/20/2016 8:26:22 PM

**City/State/Zip:** Chula Vista, California 91913

**Company Complaining About:** AT&T

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## **Description**

AT&T has now put up data caps for our service. This should not happen

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[Ticket: # 1046487 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/20/2016 9:22:22 PM

**City/State/Zip:** Dearborn, Michigan 48124

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1047099 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/21/2016 11:40:28 AM

**City/State/Zip:** Osceola, Wisconsin 54020

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1048077 - ATT Uverse Data Cap](#)

**Date:** 6/21/2016 4:45:00 PM

**City/State/Zip:** Glendale, California 91202

**Company Complaining About:** AT&T

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## **Description**

ATT is requiring me to maintain a television package or they will institute a data cap on my internet traffic. This feels like incredibly anti-competitive behavior aimed at preventing individuals like myself (who consume a majority of their media content from Netflix, Hulu, et al) from engaging in business with a competitor.

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**Ticket: # 1048709 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/21/2016 10:48:12 PM

**City/State/Zip:** Fort Collins, Colorado 80525

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. Also what the hell guys... Do your damn job

(b) (6)

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**Ticket: # 1048971 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/22/2016 9:27:26 AM

**City/State/Zip:** Jacksonville, Florida 32204

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1056220 - Zero Ratings**

**Date:** 6/26/2016 9:16:59 PM

**City/State/Zip:** Tucson, Arizona 85739

**Company Complaining About:** Comcast

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## **Description**

Hello,

Comcast may have recently extended their data caps but the fact remains that there is a cap and Comcast still exempts its own content from counting towards it. This is clear favoritism of one content over another content and an obvious affront to net neutrality. It does not take a technological genius to understand that data usage increases over time as advances in technology and content drive up the size of files. Increasing a cap only serves to delay this same argument until a later day while enshrining the business model as not harmful to competition. Without forcing internet service providers to abide by the same standards they hold other content providers to we can never hope to effectively deal with this situation. There has to be an open and public discussion of zero ratings so that we can move forward in a way that is effective for the entire economy. The internet is a business but that cannot be used as an excuse to limit commercial activity on it. Our current model is harmful to innovation and competition. Investors may be unwilling to support emerging technologies for fear that ISPs could unfairly change the playing field mid game to combat competition to a similar paid service offered by said ISP, or a favored competitor. It's asinine we even have to discuss this. The major ISPs have made profits well in excess of their capital investments and have not innovated anywhere near the extent that they claimed their predatory business models would support. It's profiteering plain and simple. Steadily offering less for more is not innovation. Please do the right thing and curb this behavior before it has further reaching consequences.

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**Ticket: # 1049375 - XXXXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/22/2016 12:08:17 PM

**City/State/Zip:** Plano, Texas 75023

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1049383 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/22/2016 12:11:14 PM

**City/State/Zip:** Clarkston, Michigan 48348

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1049519 - New Usage Caps stop cable tv competition**

**Date:** 6/22/2016 1:07:53 PM

**City/State/Zip:** Richmond, Texas 77469

**Company Complaining About:** AT&T

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## **Description**

AT&T recently started enforcing data limits on internet. They said they doubled the cap, but they have never enforced it before June, or allowed me to see how much data I was using. So doubling the cap is just marketing. I do not purchase cable from AT&T, so I stream Netflix and Slingbox cable tv. I hit the 300GB cap and had to stop watching tv. AT&T does not have a cap on people who buy cable tv from them. I can pay an extra \$30 a month to drop the cap (\$30 more then I paid the month before for the same internet) or buy cable tv from them, get a discount for bundling and drop Sling TV. I will save money. This is all a plan by AT&T to stop competition on Internet Streaming TV providers like Sling TV. AT&T already capped my data speeds to prevent to many people using the same resources. It makes no sense to cap data speed and use data caps, except to prevent internet streaming competition. And that they take off the data caps when you use their TV service, just shows they are charging more money to use someone else's content. When I called to complain about the cap, AT&T told me I could pay \$30 more a month for unlimited internet, or bundle Cable TV. The AT&T rep then tried to sell me cable tv.

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**Ticket: # 1050248 - Comcast Xfinity Data Cap****Date:** 6/22/2016 4:34:59 PM**City/State/Zip:** Villa Park, Illinois 60181**Company Complaining About:** Comcast

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**Description**

I am making a formal complain to Comcast about their Xfinity data cap. I have gone over 300 GB of internet data during multiple months and I am complaining that Comcast has not yet raised the data cap to 1,000 GB in my area (Chicagoland). This pathetic corporate lobbying has stifled a free and open internet to the American people. In my household, multiple family members use the internet to become successful citizens. For example, one family member works from home. This individual commonly engages with coworkers on internet servers, video chat streams, and wifi calls. Three other family members utilize the internet for studying and completing schoolwork. This may include watching educational videos, downloading school materials, or taking tests live online. Another family member also uses the internet for mandatory work purposes.

With the modern technological advances in today's age and with a family of 5, 250-300 GB is simply not enough. The corporate greed must stop. This completes my formal request for a data limit of 1000 GB and the cessation of overage billing to everyday American people.

I am also adding in an additional complaint on the grounds that for multiple days (at least 10) over the course of 3 months, there have been hourly and even daily outages of the Xfinity internet. This is not what I have paid for and it is frankly unacceptable.

Thank you for your time and considerations.

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**Ticket: # 1050276 - Data Cap**

**Date:** 6/22/2016 4:43:06 PM

**City/State/Zip:** Conway, Arkansas 72032

**Company Complaining About:** AT&T

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### **Description**

I have AT&T home DSL and it has a Data cap of 150gb and in a home of 4 all watching netflix of playing games I go close to going over the contacted me once and said if I go over again they would

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**Ticket: # 1051019 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/22/2016 11:01:58 PM

**City/State/Zip:** Coral Gables, Florida 33134

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1051077 - Data caps on Cable one**

**Date:** 6/23/2016 12:56:14 AM

**City/State/Zip:** Eagle, Idaho 83616

**Company Complaining About:** Cable One

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## **Description**

Cable one has data caps on their connections, These do nothing expect hurt the customer and make the isp more money for no work at all. Do not even try to tell me that they are fair, Its simply used to make the ISP money. Data is not like water, there is no substance, there is no "pool" of data. So the you use more you pay more simply dose not apply. I believe that the only reason these are in place is Cable One is loosing cable customers to Netflix and other video streaming sites. These sites consume a lot of data so they are able to make customers pay a lot more for there connections.

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[Ticket: # 1051120 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/23/2016 3:50:08 AM

**City/State/Zip:** Mankato, Minnesota 56001

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1051789 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/23/2016 1:23:35 PM

**City/State/Zip:** Taylors, South Carolina 29687

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1055661 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 9:09:35 PM

**City/State/Zip:** Houston, Texas 77005

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1052502 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/23/2016 5:03:44 PM

**City/State/Zip:** Limington, Maine 04049

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1052805 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/23/2016 7:22:53 PM

**City/State/Zip:** Tulsa, Oklahoma 74146

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 1055170 - XXXXXX XXX's complaint re: ISP Zero Rating](#)

**Date:** 6/25/2016 10:58:10 AM

**City/State/Zip:** Waco, Texas 76708

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1053141 - AT&T Data Cap**

**Date:** 6/24/2016 7:58:52 AM

**City/State/Zip:** Columbus, Ohio 43235

**Company Complaining About:** AT&T

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## **Description**

I don't feel that data caps are fair to consumers. AT&T has recently started to enforce a 600gb data cap for users of their 75mb Uverse plan (in Columbus, OH). They're trying to use this to push people into buying cable packages. My internet bill is already \$79/mo and if I opt for the removal of the arbitrary data cap it would push it up to \$110/mo. I can pay the extra money, but I worry for those who will have to make the unfair choice of not worrying about data caps vs. saving money or paying other bills.

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**Ticket: # 1053235 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/24/2016 10:03:04 AM

**City/State/Zip:** Mount Vernon, Illinois 62864

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1054494 - Open Internet**

**Date:** 6/24/2016 5:33:47 PM

**City/State/Zip:** Columbus, Ohio 43224

**Company Complaining About:** AT&T

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## **Description**

I currently have Cable and Internet service with AT&T. I am seeking to remove my paid cable services and retain only access to internet, as is my prerogative as a consumer. On Tuesday, June 21st, at approximately 5:07PM EST, I called AT&T to inquire about my options and abilities to reduce my services.

I was told by the representative that I was able to remove television services upon expiration of my contract in August, and was asked about why I wanted to remove television service. I informed the representative that the cost of television services were too great, and that I wanted to retain internet as it was a requirement for me to be able to work. The representative then told me that if I planned to use the internet to stream, play games, or other services in lieu of paying for television, I should be aware that cancelling my television services would make me subject to a data cap. I was informed that my best option was to retain television services. I rejected this notion on the basis of net neutrality.

I was offered additional options to downgrade my television package, or engage in changes that would extend my contract with AT&T, but I have declined. It is my intention to fulfill the rest of my contract (through August) and seek internet service through a provider that does not violate net neutrality by imposing a data cap in effort to force me to bundle television services that I do not want.

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**Ticket: # 1054660 - AT&T Uverse Usage Cap**

**Date:** 6/24/2016 6:53:50 PM

**City/State/Zip:** Houston, Texas 77063

**Company Complaining About:** AT&T

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## **Description**

My Uverse account has never had a data cap imposed before. I do not subscribe to a cable or satellite service and I use my internet connection to stream all of the video content I view so a new cap on monthly data transfer is a big deal to me.

Recently I received a letter from Uverse stating that they will now be imposing a 600GB/month limit on my account unless I pay extra or sign up for Uverse TV service. I do not believe it is fair for them to use this tactic to pressure me into signing up for TV service I do not want. It also seems to be inconsistent with the FCCs open internet policies. Please do something about AT&T using its nearly exclusive monopoly on internet service in my area to punish people like me who do not want to subscribe to traditional pay TV services.

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[Ticket: # 1054731 - Lauren 's complaint re: ISP Zero Rating](#)

**Date:** 6/24/2016 7:38:15 PM

**City/State/Zip:** Bakersfield, California 93313

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1054973 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/24/2016 11:53:31 PM

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

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1054853 - XXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/24/2016 9:19:54 PM

**City/State/Zip:** Weston, Florida 33326

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1055322 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 1:31:43 PM

**City/State/Zip:** Riverside, California 92506

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1054869 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/24/2016 9:41:14 PM

**City/State/Zip:** Glendale, California 91203

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1054898 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/24/2016 10:12:08 PM

**City/State/Zip:** Chicago, Illinois 60656

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1054923 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/24/2016 10:44:43 PM

**City/State/Zip:** Houston, Texas 77005

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1055117 - XXXXXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 10:03:14 AM

**City/State/Zip:** Portage, Michigan 49002

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1055121 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 10:05:25 AM

**City/State/Zip:** San Diego, California 92104

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1055126 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 10:10:02 AM

**City/State/Zip:** North Highlands, California 95660

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1055173 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 11:02:27 AM

**City/State/Zip:** Bronx, New York 10468

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1055133 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 10:23:49 AM

**City/State/Zip:** Phenix City, Alabama 36870

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1055176 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 11:05:41 AM

**City/State/Zip:** Sunland, California 91040

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1055161 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 10:50:46 AM

**City/State/Zip:** Winnetka, California 91306

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1056062 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/26/2016 4:42:21 PM

**City/State/Zip:** Fort Thomas, Kentucky 41075

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1055183 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 11:07:52 AM

**City/State/Zip:** Hampton, Virginia 23666

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1055190 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 11:11:23 AM

**City/State/Zip:** Markham, Illinois 60428

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1055204 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 11:37:22 AM

**City/State/Zip:** Lincoln, Alabama 35096

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. Or phone (b) (6). Or postal mail at (b) (6) Lincoln, AL 35096.

(b) (6)

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**Ticket: # 1055385 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 2:26:26 PM

**City/State/Zip:** Lake Saint Louis, Missouri 63367

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1055293 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 1:04:40 PM

**City/State/Zip:** San Antonio, Texas 78209

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1055248 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/25/2016 12:15:05 PM

**City/State/Zip:** Ogden, Utah 84401

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1055287 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 12:57:00 PM

**City/State/Zip:** Bel Air, Maryland 21014

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1055296 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 1:06:47 PM

**City/State/Zip:** Petaluma, California 94954

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1055352 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/25/2016 1:58:33 PM

**City/State/Zip:** Brooklyn, New York 11230

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1055369 - U-verse data cap: anti-competitive**

**Date:** 6/25/2016 2:15:46 PM

**City/State/Zip:** Decatur, Georgia 30030

**Company Complaining About:** AT&T

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## **Description**

I have internet from AT&T U-verse. They recently unilaterally rolled out a data cap on my account of 600 gb per month, which would be exhausted in 74 hours based on the advertised speed. My account was penalized with the cap because I do not buy cable TV from them and they are using the cap to punish customers who choose to stream video. This is clearly anti-competitive behavior. Please make them enforce data caps on video customers or eliminate my data cap. Also, they should drop the price because they are reducing service.

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**Ticket: # 1055393 - Anissa Rangel's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 2:41:56 PM

**City/State/Zip:** Laredo, Texas 78043

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1055471 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 4:01:43 PM

**City/State/Zip:** North Canton, Ohio 44720

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1055498 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 4:37:26 PM

**City/State/Zip:** Las Vegas, Nevada 89147

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1055509 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 4:51:15 PM

**City/State/Zip:** Westlake Village, California 91362

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1055537 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 5:24:06 PM

**City/State/Zip:** Meadow Vista, California 95722

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1055666 - XXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 9:27:43 PM

**City/State/Zip:** North Richland Hills, Texas 76182

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1055689 - XXXXXXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 6/25/2016 10:15:31 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1055733 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/26/2016 12:11:30 AM

**City/State/Zip:** Chiefland, Florida 32626

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1055771 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/26/2016 3:33:38 AM

**City/State/Zip:** Hansville, Washington 98340

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1055954 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/26/2016 2:03:04 PM

**City/State/Zip:** Waubun, Minnesota 56589

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1056075 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/26/2016 5:12:51 PM

**City/State/Zip:** Indianapolis, Indiana 46254

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1056191 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/26/2016 8:23:34 PM

**City/State/Zip:** Manchester, New Hampshire 03103

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1056239 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/26/2016 10:06:54 PM

**City/State/Zip:** Worthington, Massachusetts 01098

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would surely hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1057650 - Data Caps are unlawful**

**Date:** 6/27/2016 4:44:11 PM

**City/State/Zip:** Nampa, Idaho 83686

**Company Complaining About:** Cable One

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## **Description**

The plan that I pay for through Cable One is a 150 megabits per second down speed with a data cap of 400 GB per month. If I receive the advertised speed that I pay for, this means that I would hit my data cap in less than six hours of use. I pay for a subscription to Netflix, which uses 3 GB per hour to stream High Definition content. This means that I can use 133 hours of High Definition streaming. That amounts to 4.5 hours of streaming per day. There are six people in my household, meaning that, split evenly, we each can stream for 45 minutes per day. This is not a fair use of service that I pay for. Cable One also offers cable TV service to their subscribers (a service that I do not have or want). The programming that is offered through their TV service travels across the same lines, using the same bandwidth as the internet traffic, but is not limited or tracked in any way. I also pay for Xbox Live Gold service from Microsoft. Included in this service are free games, which can be downloaded each month. I am unable to download these games, which I pay for through my subscription, for fear that I will go over my cap for the month. These are two services that I pay for, that I am unable to fully take advantage of because of the data cap that Cable One imposes on my account. I am aware that Cable One offers plans with higher data caps. These plans are more expensive, and come with higher speeds. I don't need higher speeds, particularly because I have never once received the speed that I am currently being promised. My issue is that the caps are unlawful, and out of proportion with current needs and speed being offered.

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[Ticket: # 1057714 - High Pricing and Data Caps](#)

**Date:** 6/27/2016 5:01:25 PM

**City/State/Zip:** Forest, Virginia 24551

**Company Complaining About:** Shentel

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## **Description**

The overall cost of internet and the data cap provided with it is extremely overpriced. With no competitors my ISP is enforcing ridiculous pricing for average internet and enforcing a data cap with it. This NEEDS to change.

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**Ticket: # 1058104 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/27/2016 8:00:19 PM

**City/State/Zip:** Cullman, Alabama 35055

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1058148 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/27/2016 8:22:44 PM

**City/State/Zip:** Santa Cruz, California 95060

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1059863 - AT&T and Comcast data caps nationwide**

**Date:** 6/28/2016 5:01:52 PM

**City/State/Zip:** Atlanta, Georgia 30316

**Company Complaining About:** AT&T

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## **Description**

Internet data caps by these companies is anticompetitive. There is no competition, only collusion (both companies activated and enforced similar data caps around the same time) I don't value the TV/Cable services they have as they are too expensive for the services they provide as I only watch 2-3 channels. So these providers are stating if you don't bundle a TV service then you MUST have a data cap and pay for overages. Data caps are strictly a money grab (comcast spokesman even admitted it <http://www.theverge.com/smart-home/2015/11/7/9687976/comcast-data-caps-are-not-about-fixing-network-congestion>) and not about network congestion. Here they are offering 4k tv which uses twice the bandwidth of HD streaming over their network. So if they can give you unlimited data ONLY if you have their TV services that also use a ton of data with HD and 4k then data caps SHOULD NOT be an issue or be enforced. Cable companies are trying to protect their TV service by charging internet users EXTRA that stream their favorite TV shows instead of watching them on TV services. That is anti-competitive and illegal.

My bill will double every month to deal with the data caps.

Please do something about this. We have too many monopolies and not enough choice.

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**Ticket: # 1066192 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/1/2016 9:00:30 PM

**City/State/Zip:** Hilo, Hawaii 96720

**Company Complaining About:** AT&T

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## **Description**

I feel like this is a shared monopoly, like a RICO violation. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1061495 - Internet Data Caps**

**Date:** 6/29/2016 2:34:38 PM

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

**Company Complaining About:** Comcast

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### **Description**

I cancelled cable tv from my provider (Comcast) because it was too expensive and I did not have a choice to select fewer selected channels for a lower price. I have since opted for streaming television via internet but now my internet provider has instituted a very low data cap and is charging me more to increase it. However, the same internet/cable provider does not count their own content if I were to use them as a tv provider as part of the data caps. This is wrong!!! Their claim to having data caps as "easing congestion" is flat out a lie! This is purely to increase their profit! Please do not allow this practice by cable/internet providers to continue! Do not allow these corporations to continue abusing the consumer only to fatten their wallets! No more data caps! HELP!

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[Ticket: # 1066878 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/2/2016 8:29:44 PM

**City/State/Zip:** Iowa City, Iowa 52240

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Inga Jaeger

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**Ticket: # 1062051 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/29/2016 4:55:33 PM

**City/State/Zip:** Andover, Massachusetts 05501

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1062785 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/30/2016 1:27:15 AM

**City/State/Zip:** Covington, Kentucky 41016

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1062822 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/30/2016 7:07:04 AM

**City/State/Zip:** Lyndeborough, New Hampshire 03082

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1062952 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/30/2016 9:55:30 AM

**City/State/Zip:** Afton, Oklahoma 74331

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1063428 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/30/2016 1:05:27 PM

**City/State/Zip:** Wilmington, Ohio 45177

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1064594 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/30/2016 9:59:38 PM

**City/State/Zip:** Trenton, Michigan 48183

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1064674 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/30/2016 11:28:25 PM

**City/State/Zip:** Lafayette, California 94549

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1064675 - XXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/30/2016 11:28:47 PM

**City/State/Zip:** Lafayette, California 94549

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1064814 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/1/2016 8:57:03 AM

**City/State/Zip:** Boiling Springs, Pennsylvania 17007

**Company Complaining About:** AT&T

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## **Description**

Hi My name is Robert Clapp and I have concerns about data caps and preferential access being used by ISPs. Access to the internet has become so essential to modern American life that it is akin to other valued indispensable utilities Americans use everyday. It's not fair for companies to create their own rules that disadvantage small businesses and exploit customers. The following statement puts into words my thoughts on the subject better than I could have composed it myself. I hope you will think about our concerns for the future of the internet and take action to keep the ISPs in line for the benefit of all Americans and the ISPs themselves.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1064818 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/1/2016 8:58:00 AM

**City/State/Zip:** Boiling Springs, Pennsylvania 17007

**Company Complaining About:** Comcast

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## Description

Hi My name is Robert Clapp and I have concerns about data caps and preferential access being used by ISPs. Access to the internet has become so essential to modern American life that it is akin to other valued indispensable utilities Americans use everyday. It's not fair for companies to create their own rules that disadvantage small businesses and exploit customers. The following statement puts into words my thoughts on the subject better than I could have composed it myself. I hope you will think about our concerns for the future of the internet and take action to keep the ISPs in line for the benefit of all Americans and the ISPs themselves.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073022 - Comcast Data Cap.**

**Date:** 7/7/2016 1:58:48 PM

**City/State/Zip:** Blue Island, Illinois 60406

**Company Complaining About:** Comcast

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## **Description**

I just received an email that Comcast will be rolling out a "Trial" 1 TeraByte data cap in my area (I live in Blue Island, IL) starting August 1st.

I have several issues with this cap as first when I signed up for Comcast I did so because it didn't have cap. I work in IT and rely on this service to work remotely. I have put up with poor customer service and poor service quality for years just because of this fact. Even going as far as fixing their poor signal issues myself and paying for the correct installation equipment out of my own pocket. As after numerous service calls I could not get Comcast to resolve the issue of my internet speeds dropping considerably below the advertised speeds. Not only did they never resolve the issue but had the balls to try and charge me \$70 for sending a poorly trained "Tech" to "Fix" my issue.

Now I get a data cap and my only other option is ATT which has a measly 50 gb cap. I am/was a 100% cord cutter Netflix, Hulu, Crunchy Roll and Funimation Streaming services are used by everyone in my household (5 adults) on TVs, PC's and Mobile devices. I also have over 500+ GigaBytes of PC games. That means that even if my PC storage fails and I have to retrieve my back up from the cloud I will effectively use more than half my allotment just to restore my PC?? I own 3 PC's which I back up in OneDrive (cloud) and that's not taking into consideration the PC's other users in my house use.

What gets me even more mad is that this supposed "Trial" isn't optional, Comcast will make money out of it (charging me \$50 more for unlimited, trying to make up their cable fee I no longer pay) and worst of all it's basically an indefinite trial. So it's not really a "trial" it's more of a loophole. No where in the email provided is there a date for when the trial will end.

Not to mention that this comes conveniently close to the days where 4k streaming is becoming a thing. Now if I want programing for my relatively cheap 4k TV, I can either fork over \$50 so I can stream content or get Comcast Cable.. whenever it is they start offering 4k channels.

Why is this allowed to happen? This is clearly a case of a company using their Monopoly status to milk people out of their hard earned money and prevent competition. How can we stop this from coming to our town?

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**Ticket: # 1065744 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/1/2016 4:28:38 PM

**City/State/Zip:** Garland, Texas 75044

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1066511 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/2/2016 11:53:29 AM

**City/State/Zip:** Cary, North Carolina 27511

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073304 - Anti-Competitive Behavior**

**Date:** 7/7/2016 3:09:11 PM

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

**Company Complaining About:** Comcast

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## **Description**

I have one choice for broadband (25Mbps or higher) at my apartment. I received the attached notification that my monopoly provider will now be metering my usage. It has been widely reported that Comcast exempts its own services from this metering in violation of the spirit of net neutrality that would make scummy lawyers proud (somehow its delivery is "internal" so it's "not using the internet" and thus doesn't count).

The company's executives have openly admitted this has nothing to do with physical capacity and is purely a business decision.

A 2011 study showed sending 1GB of data over the internet costs \$0.03 after accounting for an ISP's real business costs. Comcast wants \$10/50GB--6.67x the actual cost (this likely understates the difference since costs of transmitting data have decreased over the intervening five years). Usage-based billing would be fine if the price were market-based, but a monopolist like Comcast doesn't have to use market pricing. They use "Whatever the heck we want to shore up our sagging cable revenues by screwing over streaming" pricing.

Were there real competition (Google Fiber please!) I would be calling Comcast to cancel right now, but there isn't. Due to this, I am stuck with one choice that seeks to use its monopoly status to extract more profits than a free market would provide and charge higher prices than would be permitted in a competitive environment.

Count this as one more citizen demanding a neutral internet means no data caps, tiered pricing, or monopolistic gouging.

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**Ticket: # 1066751 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/2/2016 4:31:59 PM

**City/State/Zip:** Houston, Texas 77005

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1066791 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/2/2016 5:22:26 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1066820 - Cox Communications Cutting Data Caps in Half**

**Date:** 7/2/2016 6:34:51 PM

**City/State/Zip:** Phoenix, Arizona 85035

**Company Complaining About:** Cox

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## **Description**

Cox Communications is testing out data overages in some markets, and it appears they are preparing to expand the program. They have "data limits" associated with plans now, but do not enforce them. This month, they cut their data limits in half. I went from having a 2TB data cap to a 1TB cap for the HIGHEST plan available in my area and pay a premium for it. The only reason they would do this is to prepare for overages, and increase their profit margins. Broadband internet is a utility regulated by the FCC, and artificial profit centers, like overages on a landline, are completely unacceptable. It does not cost Cox a penny more if I use 100GB or 500GB, and any money they would charge me would go directly to their bottom line. I do not have a choice in my broadband internet; Cox Communications is the only provider for my neighborhood that has broadband speeds that support my job and my families needs. I'm relying on the FCC to do what is right for the American People, and shut this behavior down now. Thank you.

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[Ticket: # 1067041 - Internet Data Caps](#)

**Date:** 7/3/2016 10:03:15 AM

**City/State/Zip:** Canfield, Ohio 44406

**Company Complaining About:** Armstrong

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### **Description**

Data caps that are ridiculously low compared to my neighboring city that has Time Warner. This is the USA not North Korea. Sad

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**Ticket: # 1067246 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/3/2016 5:34:48 PM

**City/State/Zip:** Mena, Arkansas 71953

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

joe says

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[Ticket: # 1067373 - XXXX XXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 7/3/2016 10:11:35 PM

**City/State/Zip:** El Paso, Texas 79907

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1067374 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/3/2016 10:15:21 PM

**City/State/Zip:** Winston Salem, North Carolina 27127

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1067425 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/4/2016 12:13:07 AM

**City/State/Zip:** Newark, New Jersey 07108

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1067705 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/4/2016 1:50:56 PM

**City/State/Zip:** San Diego, California 92130

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1067864 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/4/2016 4:52:26 PM

**City/State/Zip:** San Diego, California 92130

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1068051 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/4/2016 11:05:25 PM

**City/State/Zip:** Simi Valley, California 93063

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1068090 - internet data cap**

**Date:** 7/5/2016 1:24:54 AM

**City/State/Zip:** Central, South Carolina 29630

**Company Complaining About:** AT&T

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## **Description**

The at&t Uverse service has imposed a 600GB/month internet data quota on my internet plan. If my usage within a billing cycle exceeds 600GB, I will be charged extra fee for any excessive data. Therefore, I am hereby file a complaint on such unreasonable charge and unjustified business conduct. The consumer's freedom to use internet are greatly restrained as a result of fear of surcharge. With the current trend of heavy and high quality entertainment media stream, it is almost impossible to use only 600GB of data for a household. Every time a consumer wants to watch a Netflix, to download a digital copy of video game (easily 20G a piece), stream lossless audio, one has to think twice before enjoying the benefit of internet. Given the advent of 4K, the situation will only get worse. The data cap has nothing to do with fairness, but everything to do with sheer profit pursuit by the ISP. Is this really what the FCC want for the American consumers? Few countries, even socialist China, do not have such absurd data cap. There area already a substantial presence of opposition on the internet for data cap. I urge FCC to take this complaint seriously and take appropriate measures to stop data cap for internet.

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**Ticket: # 1068314 - Data Caps**

**Date:** 7/5/2016 10:39:14 AM

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

**Company Complaining About:** AT&T

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## **Description**

My Aunt has recently been straddled with data caps by att. They have internet with att and are on the lowest speeds and dont have tv with the company. They impose a 300gb data cap. She has three kids who all watch online video and play online games and get dangerously close to the limit. She is a great parent and does her best to provide nice things for them but if she accidentally went over the limit one month that would put her in a bad position. Her family lives paycheck to paycheck and one overage would definitely hurt her.

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**Ticket: # 1068754 - Deceptive and unfair practices related to data caps**

**Date:** 7/5/2016 1:38:09 PM

**City/State/Zip:** Sylvania, Ohio 43560

**Company Complaining About:** Broadband

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## **Description**

Previously we have been able to use internet with no data cap. Then a few years ago they introduced new caps. If you go over the caps you can get some serious charges. This is unfair to begin with as they never decreased prices or introduced any other value into the existing plans. So users were able to use their connection freely for many years and now a cap is imposed just to take more money from subscribers. Now I have to pay an additional \$50/month just to have the same level of service I used to have. This practice needs to be stopped immediatly and laws need to be made to stop this practice.

And to make matters worse Buckeye Broadband has made a new entry level plan that is not even in the broadband range (10mbps) and it has a low cap of 10GB/month. This is insane as it will go over the cap in just 2 hours of use! This is preying on the poor and terrible business practice. Please FCC, stop this terrible practice now and make it illegal.

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**Ticket: # 1071072 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/6/2016 2:33:55 PM

**City/State/Zip:** Berkshire, New York 13736

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1069780 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/5/2016 8:08:22 PM

**City/State/Zip:** Bellingham, Washington 98225

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1069996 - Terms of service and caps are non compliant**

**Date:** 7/5/2016 10:39:57 PM

**City/State/Zip:** Phoenix, Arizona 85023

**Company Complaining About:** Cox

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## **Description**

Cox Communications is testing out data overages in some markets, and it appears they are preparing to expand the program. They have "data limits" associated with plans now, but do not enforce them. This month, they cut their data limits in half. I went from having a 2TB data cap to a 1TB cap for the HIGHEST plan available in my area and pay a premium for it. The only reason they would do this is to prepare for overages, and increase their profit margins. Broadband internet is a utility regulated by the FCC, and artificial profit centers, like overages on a landline, are completely unacceptable. It does not cost Cox a penny more if I use 100GB or 500GB, and any money they would charge me would go directly to their bottom line. I do not have a choice in my broadband internet; Cox Communications is the only provider for my neighborhood that has broadband speeds that support my job and my family's needs. I cannot disagree any more with the direction that Cox Communications is taking with their internet service.

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**Ticket: # 1070188 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/6/2016 6:49:50 AM

**City/State/Zip:** Lindenhurst, Illinois 60046

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1070119 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/6/2016 4:48:12 AM

**City/State/Zip:** Madison, Wisconsin 53717

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1070301 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/6/2016 9:54:17 AM

**City/State/Zip:** Providence, Rhode Island 02909

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 1071129 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/6/2016 2:57:13 PM

**City/State/Zip:** Lakewood, Washington 98498

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1071044 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/6/2016 2:24:03 PM

**City/State/Zip:** Stockton, California 95207

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1071520 - XXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/6/2016 5:23:24 PM

**City/State/Zip:** Lahaska, Pennsylvania 18931

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1073991 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 6:28:21 PM

**City/State/Zip:** Bay Village, Ohio 44140

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072544 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 11:20:47 AM

**City/State/Zip:** Portland, Oregon 97220

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1072572 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 11:34:33 AM

**City/State/Zip:** Etters, Pennsylvania 17319

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1074626 - Data Caps](#)

**Date:** 7/8/2016 7:40:22 AM

**City/State/Zip:** Machesney Park, Illinois 61115

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing data caps in my area. I feel that this is nothing more than a price gouging tactic by the largest ISP in the US to hurt a free and open internet.

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**Ticket: # 1072512 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 11:05:36 AM

**City/State/Zip:** Tacoma, Washington 98405

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072513 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 11:05:56 AM

**City/State/Zip:** Tacoma, Washington 98405

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1072517 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 11:06:53 AM

**City/State/Zip:** Chardon, Ohio 44024

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072558 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 11:29:20 AM

**City/State/Zip:** San Francisco, California 94131

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072576 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 11:36:33 AM

**City/State/Zip:** Troy, Michigan 48084

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072743 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 12:36:55 PM

**City/State/Zip:** Lynden, Washington 98264

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072591 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 11:41:29 AM

**City/State/Zip:** Salt Lake City, Utah 84105

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

I want to be able to access whatever Internet content there is at the fastest available speed. I don't want T-mobile to decide which sources are fast and which are slow.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072944 - XXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:47:28 PM

**City/State/Zip:** Baton Rouge, Louisiana 70806

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072685 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 12:11:52 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072709 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 12:18:43 PM

**City/State/Zip:** Boston, Massachusetts 02127

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072711 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 12:18:53 PM

**City/State/Zip:** Boston, Massachusetts 02127

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1072827 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:08:56 PM

**City/State/Zip:** San Francisco, California 94131

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I pay Comcast a handsome sum for their internet and television services, with no viable alternative service provider in my neighborhood. I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead. In fact, I subscribe to many services including Comcast. I should be able to choose which online video I want to watch without interference.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072938 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:46:41 PM

**City/State/Zip:** Baltimore, Maryland 21211

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1072769 - Data Cap on my Internet Service****Date:** 7/7/2016 12:44:52 PM**City/State/Zip:** Chicago, Illinois 60630**Company Complaining About:** Comcast

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**Description**

I stream quite a bit of content for my children and my wife. They use netflix and Hulu quite a bit. A 1080p netflix stream is almost 2GB an hour and We have five people in the house. These Data caps are going to kill us. We have been trying to cut costs by getting rid of our cable TV subscription but now Comcast has found a way to squeeze more money out of me for the service they have been providing cap free for years now. The costs have not gone up, if anything the cost to provide internet have gone down. Please stop this from happening. I already pay a premium for speed. Now I have to pay again because that speed allows me to hit their caps even faster. I have no other options for comparable internet Comcast is a monopoly in my area and much of the country.

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**Ticket: # 1072813 - Data Caps**

**Date:** 7/7/2016 1:03:27 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast is rolling data caps out to my area. Data caps are an unnecessary money grab. If they are afraid of overloading their backbone, data caps do nothing to help that. Bandwidth limits make more sense for that. Even more customer friendly would be use some of the 90 million in Net Revenue they made from January 1st, 2016 through March 31st, 2016.

(<http://www.cmcsa.com/earningdetails.cfm?QYear=2016&QQuarter=1>)

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**Ticket: # 1072947 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:47:46 PM

**City/State/Zip:** Denver, Colorado 80220

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1072915 - Comcast Data Caps**

**Date:** 7/7/2016 1:42:01 PM

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

**Company Complaining About:** Comcast

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**Description**

Comcast is enforcing data caps in the area. The reasoning is complete garbage as data caps DO NOT affect Comcast nor do they reduce costs in any way. In fact, they will lose customers by enforcing a restriction on a service. Countries in Europe have similar if not BETTER internet options because service providers are not forcing their customers into ridiculous and imaginary costs.

I will be canceling my service because of this. I was content with my service and never thought Comcast would even have the thought to enforce more data caps. I felt sorry for my fellow Americans that had to deal with this nonsense.

Once again, Data caps are an IMAGINARY limit that supposedly reduce costs on the service provider but in fact do the COMPLETE opposite. Comcast will be profiting by FORCING consumers to pay an overage fee or buying unlimited option which will likely be a monthly cost. This is blatant extortion and Comcast should not be allowed to continue this foul practice.

FCC should be taking more actions toward these monopolies like Comcast and At&t. They offer subpar services and only extort more money. Just watch as a startup company offer better services and these data caps will magically disappear. It is disgusting.

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**Ticket: # 1072911 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:41:14 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1072924 - XXXXXXXX XXXX 's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:43:59 PM

**City/State/Zip:** Oakland, California 94611

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1072943 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:47:26 PM

**City/State/Zip:** Elkhart, Indiana 46516

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1072929 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:44:51 PM

**City/State/Zip:** Baltimore, Maryland 21211

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072946 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:47:33 PM

**City/State/Zip:** Cranford, New Jersey 07016

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072937 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:46:26 PM

**City/State/Zip:** Willernie, Minnesota 55090

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072939 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:46:44 PM

**City/State/Zip:** Lincoln, Nebraska 68516

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072940 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:47:16 PM

**City/State/Zip:** Downers Grove, Illinois 60515

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072941 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:47:16 PM

**City/State/Zip:** Des Plaines, Illinois 60018

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1072942 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 1:47:17 PM

**City/State/Zip:** Baton Rouge, Louisiana 70809

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072949 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:48:28 PM

**City/State/Zip:** Riverside, New Jersey 08075

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072959 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:50:01 PM

**City/State/Zip:** Oakland, California 94609

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072963 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:50:15 PM

**City/State/Zip:** Kennesaw, Georgia 30152

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072965 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:50:28 PM

**City/State/Zip:** Excelsior Springs, Missouri 64024

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

As an IT professional I need the ability to access the Internet and work from home without limited access. Just within the last two months they have reduced my access in half each month while still charging the same rate.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072967 - X X's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:50:33 PM

**City/State/Zip:** Santa Maria, California 93456

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 1072969 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:50:59 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1072970 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:51:01 PM

**City/State/Zip:** Toledo, Ohio 43609

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1072976 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:51:45 PM

**City/State/Zip:** San Diego, California 92123

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1072984 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 1:52:25 PM

**City/State/Zip:** Cary, North Carolina 27513

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072985 - XXXXX XXXXXXXXXXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:52:31 PM

**City/State/Zip:** Washington, District Of Columbia 20020

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1072990 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:52:57 PM

**City/State/Zip:** Brooklyn, New York 11237

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072992 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:53:05 PM

**City/State/Zip:** San Francisco, California 94116

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1073000 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:54:15 PM

**City/State/Zip:** Milford, Delaware 19963

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Also, one of the founding principals of our country is our freedom of speech. If the internet providing companies are able to influence what I can access and make some sites slower than others, that is an infringement on my freedom of speech and has serious implications for the future of our country and the power corporations have over the constitution. If corporations can make rules that allow them to circumvent the constitution, who's next? What else will be taken from us? Please take a stand against this infringement of our rights.

(b) (6)

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**Ticket: # 1072996 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:53:40 PM

**City/State/Zip:** Saint Louis, Missouri 63123

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1072998 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:53:54 PM

**City/State/Zip:** Las Vegas, Nevada 89106

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1072999 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 1:54:10 PM

**City/State/Zip:** Tucson, Arizona 85710

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073002 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:54:22 PM

**City/State/Zip:** Monmouth, Oregon 97361

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073003 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:54:48 PM

**City/State/Zip:** Madras, Oregon 97741

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073004 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:54:52 PM

**City/State/Zip:** Norristown, Pennsylvania 19403

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073006 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:55:11 PM

**City/State/Zip:** Norristown, Pennsylvania 19403

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073012 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:57:22 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073014 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:57:40 PM

**City/State/Zip:** Knoxville, Tennessee 37916

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073016 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 1:58:00 PM

**City/State/Zip:** Naugatuck, Connecticut 06770

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073018 - XXXXXXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:58:17 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073019 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:58:40 PM

**City/State/Zip:** Ridgewood, New Jersey 07450

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073024 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 1:59:26 PM

**City/State/Zip:** Kalamazoo, Michigan 49009

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073027 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 1:59:57 PM

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

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073030 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:01:04 PM

**City/State/Zip:** Lebanon, Ohio 45036

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073037 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:02:20 PM

**City/State/Zip:** White Salmon, Washington 98672

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073059 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:06:54 PM

**City/State/Zip:** Akron, Ohio 44333

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073041 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:02:48 PM

**City/State/Zip:** Tucson, Arizona 85746

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073046 - XXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:04:03 PM

**City/State/Zip:** Arlington, Tennessee 38002

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073047 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:04:34 PM

**City/State/Zip:** Fort Collins, Colorado 80524

**Company Complaining About:** T Mobile

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## **Description**

Internet should be an open for everyone to use and shouldn't have artificial limits put on it in any way. The whole idea of the internet is to give us all an avenue of freedom of which we can express ourselves and discover information. Limiting this limits our freedom, which is what the USA stands for. Also, the freedom of the internet is what allows small businesses to prosper in a harsh environment. If these Internet companies get what they want, it will only tighten the stranglehold on small companies. Please don't let this happen!

Here's the generic e-mail:

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073050 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 2:04:57 PM

**City/State/Zip:** Charlotte, North Carolina 28208

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073053 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:05:43 PM

**City/State/Zip:** Charlotte, North Carolina 28208

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1073055 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:05:55 PM

**City/State/Zip:** Hamburg, Pennsylvania 19526

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073056 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:06:03 PM

**City/State/Zip:** Haverhill, Massachusetts 01835

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073057 - Comcast Data Caps](#)

**Date:** 7/7/2016 2:06:12 PM

**City/State/Zip:** Wheaton, Illinois 60189

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are a violation of net neutrality and a blatant money grab due to their monopoly status. They are doubling the cost of my internet without giving any choice on the matter.

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**Ticket: # 1073058 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:06:16 PM

**City/State/Zip:** Naugatuck, Connecticut 06770

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073064 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:10:47 PM

**City/State/Zip:** Chevy Chase, Maryland 20815

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073065 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:10:49 PM

**City/State/Zip:** Arlington, Virginia 22201

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 1073066 - XXXXXXXX XXXXXX's XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 2:10:50 PM

**City/State/Zip:** Arlington, Virginia 22201

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073067 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 2:11:16 PM

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

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073068 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:11:43 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073073 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:13:02 PM

**City/State/Zip:** Milwaukee, Wisconsin 53220

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073076 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:13:24 PM

**City/State/Zip:** Evansville, Indiana 47720

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073086 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:16:45 PM

**City/State/Zip:** Fayetteville, Georgia 30215

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073090 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:17:14 PM

**City/State/Zip:** Mchenry, Illinois 60050

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Kevin Huang

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**Ticket: # 1073083 - XXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:15:35 PM

**City/State/Zip:** Laurel, New York 11948

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073384 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:25:40 PM

**City/State/Zip:** Danbury, Connecticut 06810

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073092 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:17:47 PM

**City/State/Zip:** Inman, South Carolina 29349

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073096 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 2:18:16 PM

**City/State/Zip:** Jesup, Iowa 50648

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073102 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:20:23 PM

**City/State/Zip:** Sacramento, California 95822

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073103 - Comcast Terabyte Data Caps**

**Date:** 7/7/2016 2:20:28 PM

**City/State/Zip:** Lockport, Illinois 60441

**Company Complaining About:** Comcast

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**Description**

Comcast has just changed their internet service in my area to have a 1 Terabyte data cap. I am deeply concerned about the impact this will have on Net Neutrality because Comcast's own TV streaming services are not included in the cap, but other non-Comcast streaming services will be included in the cap (Netflix).

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[Ticket: # 1073114 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 2:24:26 PM

**City/State/Zip:** Santa Cruz, California 95060

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073120 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:26:42 PM

**City/State/Zip:** Playa Del Rey, California 90293

**Company Complaining About:** Verizon

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## **Description**

Hey! Are you listening to your constituents?

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. To put it delicately, THIS IS BULLSHIT.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073136 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:30:40 PM

**City/State/Zip:** Arlington, Virginia 22204

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073145 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:31:21 PM

**City/State/Zip:** Memphis, Tennessee 38119

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073139 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:31:01 PM

**City/State/Zip:** Memphis, Tennessee 38119

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073150 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:32:57 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73118

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073154 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:33:58 PM

**City/State/Zip:** Newport Beach, California 92660

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073166 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 2:37:16 PM

**City/State/Zip:** Duluth, Georgia 30096

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073171 - Comcast Caps Internet Usage**

**Date:** 7/7/2016 2:38:16 PM

**City/State/Zip:** Plymouth, Indiana 46563

**Company Complaining About:** Comcast

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## **Description**

I have received a letter that Comcast will be implementing data caps on customers in the Chicagoland area - complete with overage fees of \$10 per 50GB I use over the initial 1TB. They are also planning to offer an "unlimited" tier for an extra \$50 per month.

Currently I'm receiving "unlimited" data as my usage is not presently capped. So in order to receive the same service I currently receive, they are now wanting me to pay an \$50 extra a month on top of our already outrageous bill - this is not what I signed up for. Not to mention the fact I'm paying for 150 Mbps and if I was to actually continuously make use of that speed I pay for I'd hit the 1TB cap in less than a day. Furthermore, it is not like I can switch providers as thanks to the monopoly they have on my area they are the only providers that meet the FCC's definition of broadband.

It is more important than ever for the Internet to be free and open as more and more devices become connected. As you already know, broadband internet service providers in the US are monopolies, controlling numerous and huge service areas without real competition and without real consequences for their actions. Data is not a consumable resource and therefore shouldn't be charged like one.

Worse still, providers like Comcast have blackballed services such as Netflix into paying them for the ability to reach Comcast customers at usable speeds. They are effectively triple dipping by wanting customers to pay more for both speed and data usage; and then turning around and wanting services to also pay for bandwidth to reach the customers they are already making money off of. Make no mistake, this will stifle innovation and hurt small businesses.

Please don't allow this injustice to continue as it will only hurt American citizens and small businesses. Data caps do not benefit anyone.

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**Ticket: # 1073172 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:38:32 PM

**City/State/Zip:** Chicago, Illinois 60630

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073207 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:46:35 PM

**City/State/Zip:** El Cerrito, California 94530

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073177 - Data Cap](#)

**Date:** 7/7/2016 2:41:16 PM

**City/State/Zip:** Vernon Hills, Illinois 60061

**Company Complaining About:** Comcast

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## **Description**

Comcast Xfinity is implementing a data cap of 1TB on the uncapped plan that I have with them. Data caps for home internet are absolutely unwarranted and unrequired on a technical level.

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**Ticket: # 1073179 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:41:26 PM

**City/State/Zip:** Colton, California 92324

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073190 - XXXX XXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 2:43:48 PM

**City/State/Zip:** Henderson, Nevada 89012

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073192 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:44:13 PM

**City/State/Zip:** Sparta, New Jersey 07871

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073200 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:45:34 PM

**City/State/Zip:** Dublin, California 94568

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073201 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:45:58 PM

**City/State/Zip:** Lake Mary, Florida 32746

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073219 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:48:22 PM

**City/State/Zip:** Milwaukee, Wisconsin 53227

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073214 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:47:25 PM

**City/State/Zip:** Hartville, Ohio 44632

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073227 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:51:50 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073236 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:53:14 PM

**City/State/Zip:** Ankeny, Iowa 50023

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073248 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 2:57:21 PM

**City/State/Zip:** San Ramon, California 94583

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073263 - Comcast XFINITY Data Caps - Chicago market](#)

**Date:** 7/7/2016 2:59:49 PM

**City/State/Zip:** Batavia, Illinois 60510

**Company Complaining About:** Comcast

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## **Description**

Today, I received notice that Comcast was extending its data cap to the Chicago area on August 1. I also see that Comcast has made a deal to put Netflix on it's X1 boxes. I do not use X1, so I expect my Netflix usage will count against the cap. And of course there is Amazon Video, etc. This seems does not seem to be "Net Neutrality."

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**Ticket: # 1073265 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:00:08 PM

**City/State/Zip:** Sault Sainte Marie, Michigan 49783

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073267 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:00:19 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073272 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:01:47 PM

**City/State/Zip:** Redondo Beach, California 90278

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1073273 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 3:02:15 PM

**City/State/Zip:** Middleton, Wisconsin 53562

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1073277 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:02:49 PM

**City/State/Zip:** Fort Worth, Texas 76179

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1073283 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:04:14 PM

**City/State/Zip:** Fresno, California 93726

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1073288 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

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

**City/State/Zip:** Vacaville, California 95688

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1073289 - XXXXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:06:59 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1073291 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 3:07:26 PM

**City/State/Zip:** Old Orchard Beach, Maine 04064

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073297 - Rachel 's complaint re: ISP Zero Rating****Date:** 7/7/2016 3:08:12 PM**City/State/Zip:** Royersford, Pennsylvania 19468**Company Complaining About:** T Mobile

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**Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073299 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 3:08:24 PM

**City/State/Zip:** Houston, Texas 77274

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have. That's not an open Internet.

These programs also create incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use. With incomes in the US stagnating and going down it is unbelievable that companies still prevail against their customers. At the heart of this issue is actually the cause - the very start- of WW II: the censoring and lack of information to the people.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They punish me for using sites that don't pay the toll and raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T at once for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped.

Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1073302 - Comcast Terabyte Internet Experience**

**Date:** 7/7/2016 3:08:57 PM

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

**Company Complaining About:** Comcast

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**Description**

Comcast has unilaterally decided to implement a 1Tb data cap on my internet service. They have colluded with Uverse and their 600Gb cap. that goes into effect at the same time. They refuse to renegotiate my contract pricing and only offer a \$50 per month "upgrade" to unlimited data that I was already paying for. To warn me about my data usage, they plan to inject "warning" messages into my browser. I never agreed to them modifying my traffic in any way, shape, or form.

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**Ticket: # 1073336 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:15:27 PM

**City/State/Zip:** Sorrento, Florida 32776

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1073319 - Data Cap**

**Date:** 7/7/2016 3:11:31 PM

**City/State/Zip:** Crystal Lake, Illinois 60014

**Company Complaining About:** Comcast

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## **Description**

Data Caps. I just received notice that they're "trialing" data caps in my area. First of all, I have a heavy-data-usage home. My partner works from home, we are both huge gamers and we have (in essence) cut the cord as best as we can. We have come rather close to the new data cap with only normal usage. Anytime there is a new OS upgrade, new games / console updates to download, a new season of Orange is the New Black on Netflix, etc, we would go over the data cap. The idea that this will "help consumers" is entirely false.

If they're worried about users over-saturating their cable lines, then they shouldn't be offering wireless hot spots using their modems for a rental fee - "Have an XFINITY Wireless Gateway? Then you're likely to have the home hotspot feature. Give guests WiFi access in your home without sharing your password or slowing down your network."

Comcast states that most people don't hit their data cap normally. They don't state whether or not that those customers have high speed (20Mbps+) or are also TV subscribers.

To quote Consumer Reports:

"But here's why Comcast data caps could be a concern for many families. Netflix says that streaming a high-def movie can eat up close to 5GB per hour, so you'd have to burn through 50 hours of movies—25 two-hour movies—or 50 one-hour TV shows, to hit a 250GB monthly cap. Admittedly, few of us watch that much streaming—by ourselves. But those numbers start to look far more modest when you consider a household with a few children and multiple devices—smart TVs, streaming players, game consoles, Blu-ray players, tablets, smartphones—all connected to the Internet via the home's Wi-Fi network. In households where several members like to watch several episodes, or even whole seasons, of a show in binges, data usage grow quickly."

So it can't be a saturation issue. It seems to be a money grab geared towards people who have cut the cord and do not watch broadcast/cable television.

When doing research, I found that they do not have these same caps for their Gigabit Pro (fiber) lines and Business lines. Unfortunately, Comcast does not offer Gigabit Pro lines to my residence. However, I found in my area the cost to be near \$300 a month. Business lines for my current speed are about triple my current cost.

Granted, Comcast gives you two months to figure out your usage before they start charging you - or you can pay \$50 a month ahead of time for unlimited usage. That puts my household back to the same cost as a slightly slower Business line without the guaranteed service or SLAs. They also gave less than a month advanced warning so I cannot rig up or buy a device to verify that my modem is utilizing as much as they state I am.

With the move towards more Internet-of-Things technology, increase in HD and 4K content streaming, and most things needing an internet connection to work, I think it's very disturbing that the only company in the area with high speed internet will test data caps (with monetary penalty) to this large area.

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[Ticket: # 1073325 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 3:12:58 PM

**City/State/Zip:** Aurora, Colorado 80010

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1073347 - Comcast illegal data caps](#)

**Date:** 7/7/2016 3:18:09 PM

**City/State/Zip:** Seattle, Washington 98112

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to start enforcing a data cap in order to destroy competing services for my parents in Illinois. They do not put their own video services under this data cap. This goes against the recent net neutrality regulations the FCC recently passed which requires all content to be treated equally.

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**Ticket: # 1073348 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:18:17 PM

**City/State/Zip:** Hamilton, Ohio 45011

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1073387 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:27:00 PM

**City/State/Zip:** Tenino, Washington 98589

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073369 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:21:51 PM

**City/State/Zip:** Winchester, Tennessee 37398

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1073382 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:24:50 PM

**City/State/Zip:** Vernon Hills, Illinois 60061

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073383 - Comcast, new 1TB data limit imposed**

**Date:** 7/7/2016 3:25:12 PM

**City/State/Zip:** Round Lake, Illinois 60073

**Company Complaining About:** Comcast

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## **Description**

I have been a customer of Comcast for over 10 years. I understand that a few months back (and as far back as the end of 2014) they were looking to impose data caps of 300Gb. I understand that the limit has now been raised to 1Tb (1000Gb) based on the email I received today.

I have our home phone, cable, internet and home security through Comcast. I currently pay in excess of \$250 per month.

Based on their calculator (we have 3 phones, 3 TV's, an xbox, 2 laptops and several appliances connected to our home network - Nest thermostat, washer, dryer, etc) we would exceed the allotment on a monthly basis.

In an environment where EVERY device you own connects to the internet, and considering that Comcast themselves has stated that they have no legitimate reason to impose a cap, I feel that a limit is absurd.

I also use Netflix / Hulu / apple TV and feel that Comcast imposing limits is in an effort to thwart users of these devices as a replacement for their cable. I feel that if I have all of Comcasts services, I should not have ANY cap on our usage. This goes DIRECTLY against an open internet policy and net neutrality.

Please see the email I attached.

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**Ticket: # 1073388 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:27:22 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1073389 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

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

**City/State/Zip:** La Puente, California 91744

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073417 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:35:37 PM

**City/State/Zip:** Napa, California 94558

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073424 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:37:11 PM

**City/State/Zip:** Waco, Texas 76707

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073427 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:37:39 PM

**City/State/Zip:** Desert Hot Springs, California 92240

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1073432 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:38:52 PM

**City/State/Zip:** Bolingbrook, Illinois 60440

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073433 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 3:39:09 PM

**City/State/Zip:** Loveland, Colorado 80538

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073442 - Data cap](#)

**Date:** 7/7/2016 3:45:27 PM

**City/State/Zip:** Chicago, Illinois 60631

**Company Complaining About:** Comcast

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### **Description**

Comcast has introduced a data cap in my area and there is no other service available in my area - we're stuck with them.

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**Ticket: # 1073451 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:47:28 PM

**City/State/Zip:** Pittsburg, California 94565

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073609 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 4:34:27 PM

**City/State/Zip:** Sun Valley, Nevada 89433

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073463 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 3:51:39 PM

**City/State/Zip:** Newport News, Virginia 23606

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073477 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 3:55:03 PM

**City/State/Zip:** Castle Hayne, North Carolina 28429

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073506 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 4:00:55 PM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073509 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 4:03:24 PM

**City/State/Zip:** San Jose, California 95110

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073588 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 4:27:06 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

--Personal--

I love the open internet. Please keep it like that. Thanks!

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073565 - XXXXXXXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 4:19:43 PM

**City/State/Zip:** Newington, Connecticut 06111

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1073574 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 4:22:31 PM

**City/State/Zip:** West Palm Beach, Florida 33407

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073579 - Comcast Datacaps**

**Date:** 7/7/2016 4:23:44 PM

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

**Company Complaining About:** Comcast

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## **Description**

I have received notice from my internet service provider, Comcast, that they will be trialing a data cap to my internet service which will then become permanent at some point in time. The notice claims that if I exceed the data limit, I will be charged a fee as well as additional monies per additional blocks of data. No where in their notice do they offer an opt out option nor do they provide a clear reason for the cap. I have no other option for broadband internet in Chicago, Comcast IS a monopoly. I ask that you enforce the newly enacted net neutrality laws as this is just the first attempt by Comcast at subterfuge against said laws.

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**Ticket: # 1073580 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 4:24:08 PM

**City/State/Zip:** Columbus, Ohio 43214

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1073589 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 4:27:43 PM

**City/State/Zip:** Yuba City, California 95991

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073591 - Comcast data caps in my area**

**Date:** 7/7/2016 4:28:53 PM

**City/State/Zip:** South Bend, Indiana 46616

**Company Complaining About:** Comcast

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## **Description**

Comcast recently sent me an email informing me that they would be placing a data cap on all usage in my area. In my view, this is a clear violation of the spirit (if not the letter) of open internet / net neutrality: they're forcing users to pay more depending on what it is that they are using the internet for. Obviously, the most concerning violations of net neutrality occur when a provider makes these discriminations based directly on content, but it should still be concerning when they make these discriminations on the basis of use. This is particularly true in the case of Comcast, which has a vested interest in limiting the ability of users to replace traditional tv services with the internet. Given that their data caps are quite clearly intended to punish those who use the internet for streaming--services that the tv-providing branch of Comcast would like to charge for--it is hard to see such caps as anything other than an illegal and monopolistic attempt to punish consumers who use Comcast for their internet services and other providers for tv and/or entertainment. In practice, this is no different than Comcast illegally throttling Netflix and/or Youtube.

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**Ticket: # 1073617 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 4:36:03 PM

**City/State/Zip:** Houma, Louisiana 70364

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073657 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 4:45:05 PM

**City/State/Zip:** Panorama City, California 91402

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073691 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 4:58:18 PM

**City/State/Zip:** Orlando, Florida 32832

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073708 - Comcast 1TB Data Cap](#)

**Date:** 7/7/2016 5:02:05 PM

**City/State/Zip:** Chicago, Illinois 60610

**Company Complaining About:** Comcast

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## **Description**

Comcast has just notified their intent to implement a 1TB data cap in my area on August 1st, 2016. These types of caps create a "preferred lane" to those who can afford to pay more money. Those who are unable to pay for unlimited service are restricted on how they are able to use the internet they already pay for.

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**Ticket: # 1073785 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 5:22:34 PM

**City/State/Zip:** Roslindale, Massachusetts 02131

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1073753 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 5:14:33 PM

**City/State/Zip:** Orland Park, Illinois 60467

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1073808 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 5:27:27 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1073749 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 5:13:56 PM

**City/State/Zip:** Orland Park, Illinois 60467

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1073766 - Data Caps**

**Date:** 7/7/2016 5:17:29 PM

**City/State/Zip:** North Aurora, Illinois 60542

**Company Complaining About:** Comcast

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### **Description**

I am in an area with I have the choose between ATT and comcast. Both of them do data caps and I am not able to get around it. The only reason for data caps is to make more money for them. The hardware is in place and will not impact them if they have it or not. There is nothing I can do to avoid these data caps and it only serves comcast.

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**Ticket: # 1073768 - Comcast Data Cap in Chicago**

**Date:** 7/7/2016 5:17:42 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently introduced a data cap in my area. If I choose not to spend an extra \$50/month on internet service I risk going over the 1 terabyte cap and being charge an enormous \$200 extra.

I have absolutely no other choice in internet provider at my address that I've made my home. I work remotely, online, and rely on the internet as a utility. I need more options in internet and the ability to use it without limit.

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**Ticket: # 1073773 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 5:18:49 PM

**City/State/Zip:** Los Angeles, California 90047

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073777 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 5:19:42 PM

**City/State/Zip:** Manahawkin, New Jersey 08050

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073793 - Comcast introducing 1TB data cap in Chicago, IL](#)

**Date:** 7/7/2016 5:23:50 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

Comcast is introducing a 1TB data cap in Chicago, il. Is this legal? Is this against net neutrality?

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**Ticket: # 1073795 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 5:24:32 PM

**City/State/Zip:** Manhasset, New York 11030

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073811 - Comcast Xfinity Data Cap](#)

**Date:** 7/7/2016 5:28:00 PM

**City/State/Zip:** Chicago, Illinois 60606

**Company Complaining About:** Comcast

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### **Description**

Comcast has just contacted me about instituting a data cap on my monthly internet plan. I would like to lodge a formal complaint against them for violating net neutrality!

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**Ticket: # 1073819 - Comcast Data Caps in Chicago**

**Date:** 7/7/2016 5:30:01 PM

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

**Company Complaining About:** Comcast

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## **Description**

Hello,

Comcast is rolling out a 1 TB data cap in the Chicago market (see attached announcement). The company will charge users \$10 for each additional data block of up to 50 GB/month. Alternatively, customers can choose to pay an additional \$50 per month for "unlimited" data.

These data caps violate the FCC's Open Internet rules, specifically the rules on throttling. I urge the FCC to stop Comcast's data caps.

Best,

(b) (6)

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**Ticket: # 1073824 - XXXXX X's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 5:31:23 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Kevin K

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**Ticket: # 1073825 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 5:32:02 PM

**City/State/Zip:** Phoenix, Arizona 85016

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 1073826 - Pay an additional \\$50 or you will receive a data cap](#)

**Date:** 7/7/2016 5:32:27 PM

**City/State/Zip:** Bartlett, Illinois 60103

**Company Complaining About:** Comcast

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## **Description**

Hello, today we received a notification from Comcast that they are beginning a "trial" in our service area of Bartlett, IL and that under this trial we will no longer have the unlimited internet data service that we have had for over a decade, but will now be under a data cap. The only way to opt out of this "trial" is to cancel service and switch providers (of which there is only AT&T at slower available speeds in my area), or pay an additional \$50 per month. Now, I use IPTV services for television and movie content such as Netflix, Amazon Prime, and Playstation Vue, rather than subscribe to Comcast's television offerings. The addition of this new data cap, now severely limits my ability to use one of Comcast's competitors for television. I was also informed by one of their agents that Comcast's own IPTV service doesn't count against data usage, which seems to be a clear violation of net neutrality, since they are putting competing services at a distinct disadvantage.

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**Ticket: # 1073828 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 5:32:45 PM

**City/State/Zip:** Kaysville, Utah 84037

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073829 - Comcast Chicago suburbs](#)

**Date:** 7/7/2016 5:33:01 PM

**City/State/Zip:** North Aurora, Illinois 60542

**Company Complaining About:** Comcast

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## **Description**

Implementing data caps in area. Violation of net neutrality. Please reclassify internet access and enforce. This directly effects my eating habits and forces me to Comcast video services over services like Netflix and Amazon.

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**Ticket: # 1073852 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 5:42:31 PM

**City/State/Zip:** Boston, Massachusetts 02108

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073872 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 5:48:56 PM

**City/State/Zip:** Beaverton, Oregon 97003

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073875 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 5:52:09 PM

**City/State/Zip:** Venice, Florida 34293

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1073940 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

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

**City/State/Zip:** Cottage Grove, Wisconsin 53527

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073897 - Comcast Data Cap](#)

**Date:** 7/7/2016 5:58:16 PM

**City/State/Zip:** Chicago, Illinois 60610

**Company Complaining About:** Comcast

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### **Description**

As of today, Comcast has imposed an arbitrary data cap on my internet service. This violates Net Neutrality rules.

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**Ticket: # 1073898 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 5:58:50 PM

**City/State/Zip:** Shreveport, Louisiana 71104

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073902 - Data cap implemented in my area](#)

**Date:** 7/7/2016 6:01:20 PM

**City/State/Zip:** Oak Park, Illinois 60302

**Company Complaining About:** Comcast

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### **Description**

Comcast has decided to implement a data cap that is unreasonable to consumers. Please fight for an end to this money grabbing scheme.

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[Ticket: # 1073941 - Comcast Broadband Data Caps](#)

**Date:** 7/7/2016 6:11:18 PM

**City/State/Zip:** Chicago, Illinois 60611

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently announced a 1 TB monthly data cap in my area.

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**Ticket: # 1073919 - Data Caps by Comcast**

**Date:** 7/7/2016 6:03:57 PM

**City/State/Zip:** Joliet, Illinois 60432

**Company Complaining About:** Comcast

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### **Description**

Hello, I just received notification from Comcast about data caps in my area. I find this uncompetitive, because they are forcing to limit a seemingly limitless commodity. With 4k streaming right around the corner, any cap is going to be too restrictive. With only one provider in the area capable of streaming multiple devices, I'm effectively locked into being on data caps. In markets that Comcast does not have competition, they know you are stuck with them.

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**Ticket: # 1073928 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 6:07:38 PM

**City/State/Zip:** Carlsbad, New Mexico 88220

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073924 - Comcast DATA Caps](#)

**Date:** 7/7/2016 6:07:17 PM

**City/State/Zip:** Chicago, Illinois 60607

**Company Complaining About:** Comcast

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### **Description**

Comcast in Chicago has implemented a 1TB data cap for their internet. This is against the Net Neutrality Law.

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**Ticket: # 1073978 - Comcast/Xfinity Data Caps**

**Date:** 7/7/2016 6:22:35 PM

**City/State/Zip:** Des Plaines, Illinois 60016

**Company Complaining About:** Comcast

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## **Description**

I have recently received an email from my internet service provider (Xfinity/Comcast) stating that as of August 1st, 2016 I will be under a 1 terabyte data cap per month. If I exceed this arbitrary limit set by my ISP I will be forced to pay a fee. I believe this practice is unfair and a blatant money grab. I believe internet service providers should be reclassified as a utility with strict regulations.

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[Ticket: # 1073930 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 6:07:44 PM

**City/State/Zip:** Manasquan, New Jersey 08736

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1073960 - Data Caps, which is against Net Neutrality](#)

**Date:** 7/7/2016 6:16:42 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast, which is my only ISP in my area, is implementing one terabyte data caps on my internet service.

This is not acceptable business practice, as technically, additional data doesn't cost them any money. They are creating false scarcity for an unlimited resource. This is also against Net Neutrality rulings. I would switch to a different ISP but they have a monopoly in my area, and they are not lowering the price of my internet with this new limit.

They are also trying to advertise this data cap as a benefit, which is deceitful practice.

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[Ticket: # 1073971 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 6:21:04 PM

**City/State/Zip:** Manasquan, New Jersey 08736

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1073972 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 6:21:04 PM

**City/State/Zip:** Cottage Grove, Wisconsin 53527

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1073985 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 6:27:15 PM

**City/State/Zip:** Lindenhurst, New York 11757

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1074002 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 6:34:16 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15212

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1074016 - Data caps](#)

**Date:** 7/7/2016 6:35:40 PM

**City/State/Zip:** Aurora, Illinois 60504

**Company Complaining About:** Comcast

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## **Description**

Xfinity has now introduced data caps on my internet, that has always been paid for, and set with contract. I should not be limited to what I had a contract with! Ridiculous!

They are trying to rob us customers! Net neutrality!

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[Ticket: # 1074044 - Comcast data caps](#)

**Date:** 7/7/2016 6:50:32 PM

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

**Company Complaining About:** Comcast

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## **Description**

I am experiencing the consequences of having to contract with a monopoly. Comcast just issued data caps on my internet service in Chicago with no options to seek a competitive service. If left unregulated, Comcast can continue to lower the caps and drive up the costs, making it an unaffordable option for most in my community.

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**Ticket: # 1074045 - Data Capping****Date:** 7/7/2016 6:50:45 PM**City/State/Zip:** South Bend, Indiana 46614-1933**Company Complaining About:** Comcast

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**Description**

We have 4-5 people each day or few days every month using their laptops and etc. online and comcast messaged the owner of the house stating that comcast has been or will be capping the usage of the internet for us. It doesn't feel right and I have been doing personal research and it seems that it has hit or will be hitting our residential areas. We cannot use or do anything like we have even if it's music, video games, or even socializing online. We have to watch what we use and if we go a bit over, we will have to pay \$10 for each 50GB over their personal data plan [or \$50 dollars of their plan for unlimited, we already pay close to \$150 a month]. Comcast says it made the most recent changes because it has "listened to customer feedback about wanting a carefree online experience that doesn't require them to think about their data usage plan." Which with a basement full of 4-5 people that go on their phones and laptops/high end gaming PCs to search and communicate with others. It seems like a scam and where we are located, We don't have any other high speed internet like comcast [or really slow and annoying AT&T]. They have said it's about fairness but It's not if we are all looking at other providers we cannot use after the news that comcast is data capping us. It's a huge interference to us all and everyone who has complained, Also it's really money hungry and does not hurt for internet providers to not cap anyone. It's not an open and free roaming internet if providers are doing this, including it even hurts businesses that use way more data to even function. It's a slight bringer of paranoia and anxiety over even going over the limit they have stated for our area and individual homes.

That is 100% why the data caps exist [they shouldn't exist at all..] . The biggest internet providers in the US are also the biggest tv companies. With netflix, hulu, amazon prime video and torrenting having a good internet service cuts directly into their tv profits. It is cutting us in the process by making us pay more when we go over their limit. I don't know much what the FCC can do but please help the people that have complained about this and since it has in no way before hurt their company or ban capping for good?

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**Ticket: # 1074065 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 7:01:45 PM

**City/State/Zip:** Hutto, Texas 78634

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074067 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 7:02:24 PM

**City/State/Zip:** Hartford, Connecticut 06105

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074078 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 7:14:56 PM

**City/State/Zip:** Merrillville, Indiana 46410

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1074069 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 7:03:07 PM

**City/State/Zip:** Orem, Utah 84058

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074071 - Comcast Caps in Chicago**

**Date:** 7/7/2016 7:05:16 PM

**City/State/Zip:** Oak Park, Ohio 60302

**Company Complaining About:** Comcast

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## **Description**

Hi,

I know you've heard that Comcast is implementing a mandatory 1TB data cap in Chicago starting in August. How can this be legal? I don't go over that amount a month but I know that could change in the future. How can I be penalized for accessing what is decidedly a service protected by human rights? I hope you take action. Thank you

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[Ticket: # 1074074 - Comcast data caps](#)

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

**City/State/Zip:** Goshen, Indiana 46526

**Company Complaining About:** Comcast

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## **Description**

Just got an email saying they are starting a trial 1tb data cap. This is bullcrap

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**Ticket: # 1074075 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

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

**City/State/Zip:** Conway, Pennsylvania 15027

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074076 - Comcast Data Caps**

**Date:** 7/7/2016 7:10:57 PM

**City/State/Zip:** Northbrook, Illinois 60062

**Company Complaining About:** Comcast

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## **Description**

Today I received a notification from my internet service provider, Comcast, that they would be "testing" a 1TB data usage cap in my area. If 1 TB is exceeded, \$10 for each additional data block of up to 50 GB/month.

Comcast likes to argue that this is to maintain the quality and performance of their networks, while their internal leaked memos show the truth, that it is just a way to make more money (see: <http://www.theverge.com/smart-home/2015/11/7/9687976/comcast-data-caps-are-not-about-fixing-network-congestion>).

It is interesting timing that I'm notified of this data cap usage trial a month after I cancelled my Comcast cable television service as I had streaming options such as Netflix, Hulu, and HBO Go. This is strictly an anti-competitive move by Comcast to stomp out competition to their cable offerings. Their zero rating of their VoD and online video offerings data usage is extremely anti-competitive as well and should be classified as a violation of net neutrality, even though the FCC doesn't believe it currently is.

I can only hope that the FCC will use their new court validated powers to regulate Comcast (and all ISPs) as a true common carrier under title II and increase regulation of rates and/or open up competition to other providers. If Comcast wants to charge overages for excessive usage then I should be charged less for decreased usage. I personally believe the entire concept of data usage caps is nothing but greed and not necessary, as study after study shows that increased data usage only slightly increases network administration costs, which should be considered as an operational expense and not charged back to users without a choice of providers.

Comcast's implementation of data caps wouldn't be such a deal with if there was actual competition in the market place, but there isn't. There are no other providers in my area that offer 50 Mbps+ high speed internet service (and I'm not sure any even offer the FCC standard of "broadband" at 25/3 Mbps). Comcast's pricing schemes are a matter of "we do what we want because we can," due to a complete dearth of competition in almost every market, mine included.

I can't change my provider, nor can I opt-out of these data caps, so what choice do I have? I either must pay Comcast more money for additional usage, or give up getting my video entertainment from streaming services such as Netflix and Hulu, all of which just happen to be competition to Comcast and their massive media conglomerate.

The FCC has made amazing strides in the last few years to protect consumers, to actually push back on the big guys who have all of the control. I hope the FCC continues this fight and realizes that tactics such as data usage caps and zero rating are no different than paid prioritization of traffic - they are bad for consumers, they are bad for competition, innovation, and they are bad for America.

(b) (6)

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**Ticket: # 1074077 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 7:14:56 PM

**City/State/Zip:** Wesley Chapel, Florida 33543

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074134 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 7:35:03 PM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1074153 - Comcast Data Caps - Chicago, IL**

**Date:** 7/7/2016 7:40:51 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

We have been notified that Comcast is about to begin implementing Data Caps in the Chicago Market. This morning, I reduced my cable service to switch to a "cord-cutter" model in which I rely on streaming services for my television viewing. I'm sure this timing is coincidental, but it shows perfectly why the Comcast Data caps are an issue. Without question, the only reason for the cap is to attempt to keep people such as myself from exercising my right to watch programming as I choose. Even moreso, Comcast exempts their own streaming service from these data caps in an attempt to keep people from switching to alternate platforms. Conveniently, the notification relies on HD video for it's bandwidth reference, which is quickly falling behind the times. 4K video is now common place which means "700 hours of video" quickly becomes 175 hours (assuming 4k at 4 times "HD" video)

Comcast is offering the possibility to pay even more to get back to unlimited data which itself seems a little odd. However, I would have to pay more than double my current bill in order to receive the same service I receive today. I have investigated my other choices and unfortunately, AT&T is my only other choice which also use caps and have abysmal speeds relative to the cost. It seems somewhat that the companies may be colluding with each other reducing my choice even less that it would appear. I no longer have the opportunity to even select a provider without caps. My only hope at this point is a new provider comes in and attempts to fill the gap, but the odds of that are slim as the costs and permits to even start are exorbitant.

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**Ticket: # 1074161 - Comcast data caps**

**Date:** 7/7/2016 7:44:53 PM

**City/State/Zip:** Bolingbrook, Illinois 60440

**Company Complaining About:** Comcast

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## **Description**

Comcast has just rolled out a 1024 gigabyte cap per month to users in the greater Chicago area.

I have two specific issues with this new policy, and then a more generalized complaint:

The first issue is the "In browser notifications" that they describe as alerting my household when we're about to exceed our usage cap, as described here:

<https://customer.xfinity.com/help-and-support/internet/data-usage-trials-will-i-be-alerted-data-usage>

It's absolutely unacceptable for an Internet Service Provider to make modifications to the data exchanged between my modem and other peers on the internet (be that other computers for online gaming, web servers, or anything else).

I'm led to believe that the FCC is currently handling several legal challenges to the idea of regulating internet service providers as Title 2 Common Carriers. If Comcast is a common carrier, how is it permitted for them to modify the communications transmitted over their network on their customers behalf? Frankly, this is both terrifying from the perspective of free speech, and also outrageous that they would dare to inject data into my web pages. With this capability, they could modify any page to say anything. The implications are staggering.

The second issue is that the mechanism that Comcast uses to measure the amount of data that's being used by a given account is apparently not described anywhere on their customer account portal web site. What assurance do I have, as a customer, that Comcast is measuring things properly? What assurance do I have, as a customer, that issues with Comcast's equipment won't generate bogus data "usage" ? Are they measuring at the modem? Or the local node? How are re-transmits of DOCSIS (or similar lower level and therefore beyond the customers control) frames counted? If Comcast is simply measuring the raw number of bits sent and received by a cable modem, then a damaged coaxial cable can cause a customers "usage" to be measured at many multiples higher than it really is entirely due to protocol noise from low-level parts of the communication stack that the customer has no control over.

When will the department of weights and measures issue a report on the accuracy of Comcast's data usage measurement tools?

A more general complaint is that the very concept of enforcing data caps on a wired internet service is wrong. My understanding is that my internet connection is 100Mb/s. Based on that speed, it would only take approximately 24 hours of download activity to reach my new cap of 1TB. Until now, I already had a cap of my max speed multiplied by the number of seconds in a month. Now Comcast has decided to cut my monthly limit to 1/30th of what I had before and charge me the same amount for it?

How is this acceptable?

Given Comcast's behavior over the last several years, such as (allegedly) deliberately throttling Netflix and Youtube videos, introducing services that use the same internet connectivity as Netflix and Youtube to provide service but that aren't counted against the monthly usage cap, and so on, it's clear that Comcast has no interest in serving their customers, and thus they should be treated as customer hostile whenever possible, and regulated heavily to ensure an even playing field.

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[Ticket: # 1074404 - XXXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 9:50:03 PM

**City/State/Zip:** Hayward, California 94541

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074184 - Comcast XFINITY 1TB Cap in Chicago**

**Date:** 7/7/2016 7:54:47 PM

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

**Company Complaining About:** Comcast

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## **Description**

I received an email from Comcast/XFINITY today that they will be implementing a data cap as a "consumer trial" in my area (60618 ZIP Code). I believe this is immoral, greedy, and possibly illegal. Since they are currently the only broadband provider in my area, I have no choice but to use them, and for them to alter their rates that I had supposedly locked in for a year seems like something they shouldn't be able to do.

Additionally, their email states, "Should you approach a terabyte of usage, we will send you a courtesy 'in-browser' notice." The fact that they could interrupt my browsing experience by altering data between a non-Comcast server and me is a violation of Net Neutrality, and they should not be allowed to do so.

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**Ticket: # 1074214 - XXXXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 8:10:04 PM

**City/State/Zip:** San Francisco, California 94121

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1074218 - Comcast data cap](#)

**Date:** 7/7/2016 8:11:48 PM

**City/State/Zip:** Brookfield, Illinois 60513

**Company Complaining About:** Comcast

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### **Description**

Unethical. Comcast is my only option as a provider, which I didn't want even before the data cap. This kind of greedy, monopolizing behavior should be illegal.

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**Ticket: # 1074219 - Comcast Illinois**

**Date:** 7/7/2016 8:11:54 PM

**City/State/Zip:** Oak Lawn, Illinois 60453

**Company Complaining About:** Comcast

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## **Description**

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

As the owner of a sole proprietorship, I cannot afford their business packages or their data cap overage fees. I do wedding videography and must upload hundreds of gigabytes of video footage to backup online. Now that Comcast is restricting my usage of data, that means I either have to:

-pay overage fees, which I cannot afford. -upgrade my internet service, which I cannot afford. -stop backing up my data online, which will leave me liable for legal action in the event that I lose data that someone has paid me to create. or... -move to a new apartment which has internet service providers available to me that can supply broadband speeds I need in order to successfully run my business.

As you can see, none of these options are ideal and I believe choosing any one of them will cause me to potentially lose my business.

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**Ticket: # 1074221 - XXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 8:12:06 PM

**City/State/Zip:** Houston, Texas 77090

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074231 - Comcast Data Cap****Date:** 7/7/2016 8:17:04 PM**City/State/Zip:** Rockford, Illinois 61107**Company Complaining About:** Comcast

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**Description**

While it is not against what the FCC defines as "Open Internet," data caps stifle innovation and punish home users. Today Comcast announced that my service territory (Chicago Area) would transition to a 1TB data cap in the coming months. Comcast claims that <1% of people actually exceed their data caps and as such, I shouldn't have to worry. This claim is the perfect exemplification that this is nothing more than a cash-grab to swindle more money out of the supposed minuscule number of users that exceed some arbitrary data threshold. When I signed up for an internet plan, Comcast sold me a pipe to the world wide web with a certain bit-rate and nothing more. If they are seriously doing this because their network can't maintain the necessary throughput, then they have oversold their system and should be penalized for doing so.

In this increasingly connected world, this type greed is a very real threat to this nations' ability to compete in the tech world and I look to the FCC to take appropriate action.

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**Ticket: # 1074247 - XXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

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

**City/State/Zip:** Wilmington, Delaware 19804

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074260 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 8:36:32 PM

**City/State/Zip:** West Jordan, Utah 84081

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074264 - Comcast Xfinity 1TB Data Caps to Go Live in Chicago**

**Date:** 7/7/2016 8:37:08 PM

**City/State/Zip:** Chicago, Illinois 60608

**Company Complaining About:** Comcast

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**Description**

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

I am a self-taught developer, and I cannot afford their business packages or their data cap overage fees. I must have access to the internet for my career. Now that Comcast is restricting my usage of data, that means I either have to:

- pay overage fees, which I cannot afford.
- upgrade my internet service, which I cannot afford.
- stop backing up my data online, which will leave me liable for legal action in the event that I lose data that someone has paid me to create. or...
- move to a new apartment which has internet service providers available to me that can supply broadband speeds I need in order to successfully run my business.

As you can see, none of these options are ideal and I believe choosing any one of them will cause me to potentially change my career.

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**Ticket: # 1074277 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 8:44:46 PM

**City/State/Zip:** Chicago, Illinois 60605

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1074300 - XXX XXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 8:51:50 PM

**City/State/Zip:** Orlando, Florida 32837

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074285 - Implementation of Data Caps in Chicago**

**Date:** 7/7/2016 8:47:20 PM

**City/State/Zip:** Chicago, Illinois 60605

**Company Complaining About:** Comcast

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**Description**

Comcast has begun implementing data caps in Chicago, limiting the usage to 1TB per month, with unreasonable fees to either go over, or an additional monthly charge for unlimited data. This puts preference on their cable service, which doesn't count towards the caps, and thus undercuts services like Netflix, Amazon Prime and Hulu, which do. This goes hugely against the spirit and letter of the ruling that high speed internet service is a utility.

This is a letter expressing my complaint of this business practice.

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**Ticket: # 1074295 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 8:49:39 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1074298 - Comcast data caps in Chicago**

**Date:** 7/7/2016 8:50:34 PM

**City/State/Zip:** Chicago, Illinois 60660

**Company Complaining About:** Comcast

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**Description**

I received an email today informing me that Comcast would begin charging overage fees for using too much data in Chicago. Given that Comcast exempts its own streaming video platform from data metering, I believe this to be a violation of Net Neutrality principles. Comcast uses a dominant position as an ISP to favor its own entertainment products over competing services like Netflix, YouTube and others. I believe it is also designed to stifle competition with its cable tv service by making it more costly and difficult to rely primarily on streaming alternatives such as Playstation Vue and Sling TV.

These overages are an extra charge leveled on an existing service line with very little warning and no recourse. In my building, I have no alternatives to Comcast for broadband Internet.

These data caps stifle innovation. While cable tv providers have not yet been able to produce 4k, 3d and HDR content, streaming services do, and these services consume more data.

I urge the FCC to permanently stop these data caps nationwide. As Comcast has competing entertainment product both through traditional cable TV and through streaming options which do not fall under this cap, the cap is contrary to the principles of net neutrality and anti-competitive.

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[Ticket: # 1074301 - Internet Data Caps](#)

**Date:** 7/7/2016 8:51:53 PM

**City/State/Zip:** Chicago, Illinois 60638

**Company Complaining About:** Comcast

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### **Description**

Internet Data Caps are just a ploy to get more money out of the consumer. There is no reason for them to be implemented. I was informed to that in Chicago we will now see data caps from Comcast. I believe that the FCC shouldn't allow these companies to keep nickle and diming the consumers like this.

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**Ticket: # 1074303 - Comcast Data Caps**

**Date:** 7/7/2016 8:52:08 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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**Description**

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds. I am currently limited to choosing between Comcast, or AT&T, there are no good options. It is horrible. This day in age we rely on the internet for learning, research, knowledge- to stifle this is counterproductive to society itself.

I am a musician, and I upload literally hundreds of gigabytes of audio and video recordings for the purpose of having a backup. Now that Comcast is restricting my usage of data, that means I either have to:

-pay overage fees, which I cannot afford. -upgrade my internet service, which I cannot afford. -stop backing up my data online, which is irresponsible and not an option for me, in the event that I lose data that someone has paid me to create. or... -move to a new apartment which has internet service providers available to me that can supply broadband speeds I need.

As you can see, none of these options are ideal and I believe choosing any one of them will cause me to suffer and be held back as a citizen. Please do not allow these data caps any longer.

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**Ticket: # 1074315 - Comcast data caps**

**Date:** 7/7/2016 8:58:00 PM

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

**Company Complaining About:** Comcast

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## **Description**

As I'm sure you are aware and have received complaints regarding this exact issue, Comcast is expanding its data caps to more markets. This anti-consumer practice was originally claimed to prevent congestion, but as it has been criticized Comcast has backed down on this claim and instead is now saying this is to provide cheaper service to those who use less data. This is obviously also not the case, as their prices have not gone down in any areas except where Google Fiber has been available.

This is clearly an attack on the open Internet as it goes against Comcast's cable TV business with services like Netflix and Hulu. Comcast has done the same as T-Mobile did with music (also anti-consumer), but went a step farther and provided access to Comcast provided media without counting it towards the 300gb cap in other markets.

Comcast is clearly part of a duopoly which if allowed to continue will halt all progress in the name of profits and has gone so far as to prevent other providers from creating competing networks in other areas and it is ridiculous how far they have been allowed to control pricing and location.

Please do something about these ridiculous caps meant to increase Comcast's profit.

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**Ticket: # 1074362 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 9:16:44 PM

**City/State/Zip:** Urbana, Illinois 61801

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1074342 - Comcast Data Caps](#)

**Date:** 7/7/2016 9:10:00 PM

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

**Company Complaining About:** Comcast

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### **Description**

I am highly opposed to the data caps being added to Comcast accounts in Chicago. This goes against what they advertise and what cable internet is used for. Already I am paying for a service that does not come close to delivering the speeds I pay for consistently.

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**Ticket: # 1074375 - Against Comcast Chicago 1TB data cap**

**Date:** 7/7/2016 9:23:10 PM

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

**Company Complaining About:** Comcast

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## **Description**

I recently was opted into a 'trial' for Comcast to test their 1TB data cap program. I believe this practice is unethical and unfair as a standard to set. With more competitive and higher quality content coming from other providers it is in Comcast's best interest to prematurely cap and degrade external services. A 1TB cap may be acceptable for most users right now but as content quality meets and exceeds 4k resolution 1TB will be effectively hobbled inside of five years. They have an inherent monopoly where I live as there is no equivalent speed service in my particular area. Only att DSL is available which is not suitable for any high speed internet experience. A data cap on hard wired infrastructure is a money grab plain and simple. This practice should be made illegal.

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**Ticket: # 1074392 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 9:41:44 PM

**City/State/Zip:** Youngstown, Ohio 44514

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1074406 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/7/2016 9:50:11 PM

**City/State/Zip:** San Antonio, Texas 78251

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1074408 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 9:51:55 PM

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

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1074420 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 10:02:32 PM

**City/State/Zip:** Gurnee, Illinois 60031

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074412 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 9:53:59 PM

**City/State/Zip:** San Antonio, Texas 78230

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. Thanks for your time and commitment to representing us, the people of this country.

(b) (6)

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**Ticket: # 1074433 - Comcast Internet Data Caps****Date:** 7/7/2016 10:18:18 PM**City/State/Zip:** Aurora, Illinois 60504**Company Complaining About:** Comcast

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**Description**

I have been receiving 25mbps internet from Comcast for quite a few years now. The cost of the internet was around \$50 a month. Today, I was informed that Comcast will soon add data caps to all of their internet services in my area and will require a fee of \$50 in order to have no cap. This would essentially force my family to pay about double the amount that we have previously for the same exact package. The data caps seem to be a loophole used to bypass net neutrality. By implementing data caps, Comcast can essentially force Netflix and other video streaming services users to pay an extra \$50 each and every month or end up switching to Xfinity TV instead of their current service. Switching to other ISPs is not an option as they either also have data caps or have high ping and low speed. Comcast's anti-competitive behavior creates a lack of consumer options by forcing users to stop using services like Netflix and instead switch to Xfinity TV and prevents power users like me from switching ISPs.

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**Ticket: # 1074454 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 10:40:45 PM

**City/State/Zip:** Pearland, Texas 77584

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1074455 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

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

**City/State/Zip:** Pearland, Texas 77584

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1074467 - XXXXXXXXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 10:59:07 PM

**City/State/Zip:** Altamonte Springs, Florida 32701

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

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**Ticket: # 1074494 - Comcast Data Caps**

**Date:** 7/7/2016 11:22:42 PM

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

**Company Complaining About:** Comcast

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## **Description**

I'm opposed to comcast a new terabyte data caps that were just announced for Chicago. There was no period for public comment that I was made aware of and this is a direct attack on so-called "cord cutters" who are legally watching content from non-cable providers.

(Please note: just by filing this complaint with the FCC, I would be going against my data cap. Thus people will be less apt to attach supporting documentation.)

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**Ticket: # 1074495 - Comcast Internet Data Cap**

**Date:** 7/7/2016 11:23:49 PM

**City/State/Zip:** Orland Hills, Illinois 60487

**Company Complaining About:** Comcast

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## **Description**

I believe the recent 1TB data cap implemented in the Chicagoland area by Comcast is unethical and unnecessary. I, along with the majority of Chicago residents, have no alternate solution for high-speed internet. In an era where the internet is the main source of media and information, Comcast is using their foothold as the sole available service provider to price-gouge their customers. It is even more absurd that Comcast is charging an additional \$50 for an unlimited data plan, considering there is minimal, if any, additional cost on their part for additional data usage.

In a market where local governments can block competing ISPs from offering service in certain areas, I believe the FCC should implement regulations making data caps illegal.

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**Ticket: # 1074503 - Re: Armstrong cable data caps**

**Date:** 7/7/2016 11:29:45 PM

**City/State/Zip:** Medina, Ohio 44256

**Company Complaining About:** Armstrong Cable

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## **Description**

This is a follow-up to your previous request #876092 "Armstrong cable data caps"

Is this a joke? You just forward it to my cable company and wash your hands? Is there a different form to fill out that actually causes our complaints to mean something to the organization charged with regulating or communications infrastructure?

It's common for the community to recommend filing these complaints so that the need for this regulation be vocalized to the only org capable of doing something. Can I at least have some assurance that this complaint has been registered as such? Armstrong didn't even bother sending me anything like you said they would. I'd hate to think that the FCC just believes this issue is resolved with me. It's a slap in the face.

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**Ticket: # 1074505 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 11:33:01 PM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1074506 - Comcast Xfinity Data Cap**

**Date:** 7/7/2016 11:33:11 PM

**City/State/Zip:** Orland Park, Illinois 60462

**Company Complaining About:** Comcast

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**Description**

I have just received a notice from Comcast informing me that a data cap of 1 terabyte is being imposed on my account.

The notice includes a deceptive statement that this allotment will allow for 700 hours of HD video streaming video. That would equate to a data rate of 1.46 gigabytes per hour. Most HD streaming services use significantly more data than 1.46 gigabytes per hour. Also, newer 4k streaming services will use up the 1 terabyte allotment within hours.

I have not noticed a decline in quality of my service at peak hours, and I believe that these data caps are not necessary. I also believe that the only purpose of these data caps is to increase the appeal of other Comcast services, such as cable TV.

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**Ticket: # 1074542 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 12:39:33 AM

**City/State/Zip:** Elizabethtown, Indiana 47232

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1074521 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/7/2016 11:58:41 PM

**City/State/Zip:** Charlotte, North Carolina 28270

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1074528 - 1tb data cap in Glenview, il by Comcast](#)

**Date:** 7/8/2016 12:09:58 AM

**City/State/Zip:** Glenview, Illinois 60025

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted a 1tb data cap on an existing plan and charges \$50 for "unlimited". There is limited competition in Glenview and this is monopoly behavior. Comcast is acting as a utility and should be regulated as such with caps and bandwidth being deregulated. This is the way electric utilities work and comcast should be treated the same way.

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**Ticket: # 1074530 - Xfinity (Comcast) Terabyte Data Cap Experience**

**Date:** 7/8/2016 12:24:41 AM

**City/State/Zip:** Rockford, Illinois 61107

**Company Complaining About:** Comcast

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**Description**

Xfinity (Comcast) plans to further roll out it's 1TB data cap "experience" into the state of Illinois. As a customer who is internet only, all of my households media comes from streaming services (Netflix, SlingTV, HBONow, Hulu, YouTube, Podcasts, Spotify, Apple Music). They are giving consumers two options, pay an extra \$50 for what you used to get for free or cancel your streaming services and subscribe to our TV Service.

Did they just run the numbers and realize they could extort an additional \$50 out of every cordcutter household. With 4K content just hitting the market via Amazon Prime Video and Netflix in what world is \$50 a month for 1TB enough.

I have no recourse because DSL is my only alternative which does not meet the definition of Broadband.

I am already forced to pay an absurd price to a monopoly for subpar service that is not symmetric. Now they get to suck an additional \$50 out of consumers that have no option other than to sell there home and move into one of the few regions of the US that don't have to deal with a monopolistic ISP.

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**Ticket: # 1074533 - Data caps**

**Date:** 7/8/2016 12:35:37 AM

**City/State/Zip:** Santa Rosa, California 95401

**Company Complaining About:** AT&T

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## **Description**

AT&T's imposed data cap has caused me a lot of anxiety. We are a family of 4 and are relatively modest in our use, the kids use more depending on what they are doing but even still we can get very close to the cap, I'm tired of being the bad guy monitoring everyone's usage and not getting any enjoyment myself.

I never had an enforced cap before and now they are trying to get more money for the same service I was already receiving. I don't want tv service, I have AT&T cell service, AT&T landline cell service and Uverse service, they consider that a bundle but not the right bundle to get unlimited data. 600 gb is not that much for 4 people, even xfinity gives a Terabyte, while still a cap it would be better.

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**Ticket: # 1074540 - Data cap net neutrality complaint**

**Date:** 7/8/2016 12:38:48 AM

**City/State/Zip:** River Forest, Illinois 60305

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to impose a cap on my internet line. They exempt any programming or data streamed as cable tv programming. As an internet only customer I am disadvantaged vs customers who use Xfinity to stream content or programming. Comcast's industry peers have admitted that there is no legitimate business or technical case for data caps (Time Magazine, June 7, 2016 - <http://time.com/money/4360431/internet-data-caps-bogus-ploys/>).

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**Ticket: # 1074551 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 12:49:45 AM

**City/State/Zip:** Cedar Rapids, Iowa 52403

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074553 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 12:51:28 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15236

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074569 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 1:25:31 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074567 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 1:20:40 AM

**City/State/Zip:** Marina, California 93933

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1074570 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/8/2016 1:29:02 AM

**City/State/Zip:** Ventura, California 93003

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074571 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 1:31:40 AM

**City/State/Zip:** Goshen, Indiana 46526

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1074576 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/8/2016 1:43:51 AM

**City/State/Zip:** Tucson, Arizona 85750

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074590 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 3:09:32 AM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074591 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 3:10:40 AM

**City/State/Zip:** Nampa, Idaho 83651

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074596 - Comcast 1TB Data Cap**

**Date:** 7/8/2016 3:13:44 AM

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

**Company Complaining About:** Comcast

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**Description**

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

As the owner of a sole proprietorship, I cannot afford their business packages or their data cap overage fees. I do wedding videography and must upload hundreds of gigabytes of video footage to backup online. Now that Comcast is restricting my usage of data, that means I either have to:

- pay overage fees, which I cannot afford.
- upgrade my internet service, which I cannot afford.
- stop backing up my data online, which will leave me liable for legal action in the event that I lose data that someone has paid me to create. or...
- move to a new apartment which has internet service providers available to me that can supply broadband speeds I need in order to successfully run my business.

As you can see, none of these options are ideal and I believe choosing any one of them will cause me to potentially lose my business.

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**Ticket: # 1074597 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 3:40:15 AM

**City/State/Zip:** Glen Ellyn, Illinois 60137

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074600 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 4:31:30 AM

**City/State/Zip:** El Paso, Texas 79935

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074603 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 5:53:04 AM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074612 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 6:43:56 AM

**City/State/Zip:** Dixon, Illinois 61021

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074619 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 7:10:29 AM

**City/State/Zip:** Peoria, Illinois 61614

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074655 - XXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 8:29:36 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074632 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 7:47:56 AM

**City/State/Zip:** Valparaiso, Indiana 46383

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074637 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 8:02:21 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074643 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 8:08:40 AM

**City/State/Zip:** Dania, Florida 33004

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1074647 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/8/2016 8:23:41 AM

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

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074661 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 8:39:57 AM

**City/State/Zip:** Canaan, Connecticut 06018

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074666 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 8:48:02 AM

**City/State/Zip:** Saint Clair, Michigan 48079

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074672 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 8:54:53 AM

**City/State/Zip:** Nashville, Tennessee 37221

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1074674 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 8:55:14 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has just implemented data caps in Chicago. In their announcement they have told everyone what their prior 3 month "median" usage is, and have also conveniently stricken any usage history over 3 months old from view. This removes the ability to validate their claim that one will be ok with the new cap. The alternative is a 50% rate increase for "unlimited" data.

Additionally, Comcast will be MODIFYING THE WEB PAGES I VISIT to inject a "bandwidth alert" in case the cap is reached.

Comcast has no competition for REAL high-speed internet in most areas of Chicago.

(b) (6)

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**Ticket: # 1074684 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 9:04:20 AM

**City/State/Zip:** Vestavia, Alabama 35243

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074691 - Comcast Data Caps**

**Date:** 7/8/2016 9:07:20 AM

**City/State/Zip:** Yorkville, Illinois 60560

**Company Complaining About:** Comcast

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## **Description**

Comcast has placed previously non existent data caps on my internet service. As far as I can tell, I am receiving no benefit from this but rather being actively dissuaded from choosing competing services to Comcast's Cable TV offering like Netflix. I believe this issue is a matter of anti trust because Comcast is essentially choosing winners in what should be a free market place. I do not have many choices for internet providers where I live so I fear that by continuing to pay Comcast for a service that is now hostile towards me as a consumer I am encouraging this behavior. The support I do receive from Comcast for my service is already bad and my bill regularly has mistakes; I fear that this will be worse in the future.

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**Ticket: # 1074701 - XXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 9:22:04 AM

**City/State/Zip:** Forest Hills, New York 11375

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 1074829 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/8/2016 10:27:22 AM

**City/State/Zip:** Ashland, Kentucky 41102

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074735 - Comcast Data Caps in Chicago****Date:** 7/8/2016 9:46:18 AM**City/State/Zip:** Chicago, Illinois 60625**Company Complaining About:** Comcast

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**Description**

Comcast has announced that they'll begin enforcing arbitrary data caps of 1TB/month in Chicago. This comes at a time when more and more of people's every day lives requires them to send and receive data as part of their professions, and recreational activities are increasingly dependent on larger amounts of data being transferred. With video games becoming larger (and distributed through online channels), the rise of 4K video streaming, and the prominence of video/photo sharing services, this is a disturbing trend.

It's especially disturbing because, for a large part of the city, there is no other real option than Comcast, and they continually use their monopoly to gauge their customers. My building only has Comcast as a service provider. I have no options to switch to a competing service. No ability to vote with my wallet. I am stuck. When there is no competition, these user-hostile actions are indicative of a company that has no intention of providing the best possible service, rather manipulate their customers to pad their pockets.

I signed up with Comcast with no data cap enforced. I currently pay \$50/month. With this change, if I want to continue to enjoy the same level of service I originally signed up for, I will be forced to experience a 100% increase in my monthly bill. My current payment doesn't change, but I'm still receiving a lesser service. This is completely arbitrary, and exists only because Comcast's position in the market is such where they have no competition.

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**Ticket: # 1074743 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 9:50:37 AM

**City/State/Zip:** Chicago, Illinois 60626

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074795 - Comcast Data Cap**

**Date:** 7/8/2016 10:14:39 AM

**City/State/Zip:** Chicago, Illinois 60610

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to modify all its existing 'Xfinity' internet plans in Chicago and limit the data transferred on them to 1TB a month.

This is nothing more than a money grab and it does nothing but hurt consumers, especially those who depend on their internet connection for a living, like myself.

On top of this the company is unethical about all of this. They have claimed several times that this is not a 'cap' and that you can use beyond the 1TB limit, you just have to pay for it. Comcast also tries to package these data caps as something good for the consumer and that it is needed so that the top 1% of users don't affect the other 99% when it has been proven time and time again that the heaviest users have zero affect on any other users.

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**Ticket: # 1074804 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 10:17:23 AM

**City/State/Zip:** Asheville, North Carolina 28803

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1074818 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 10:23:41 AM

**City/State/Zip:** Oakland, California 94606

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074821 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 10:24:29 AM

**City/State/Zip:** Buffalo Grove, Illinois 60089

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074825 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 10:25:49 AM

**City/State/Zip:** Ashland, Kentucky 41102

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074842 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 10:32:16 AM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074851 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 10:37:24 AM

**City/State/Zip:** Round Lake Beach, Illinois 60073

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1074867 - Comcast implementing data caps in my area****Date:** 7/8/2016 10:42:54 AM**City/State/Zip:** Quincy, Illinois 62305**Company Complaining About:** Comcast

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**Description**

I received email notification from Comcast yesterday, explaining they will be implementing a 1TB data cap in my area. Further research revealed this applies to the "greater Chicago area" in general. Overage fees are rated at \$10 for every extra 50GB of data used over 1TB, with a limit of \$200 maximum in possible overage charges.

Excerpt from the email:

"Your average data usage for the past three months is 210 GB, so based on your historical usage, with this new plan you can stream, surf, game, download or do whatever you want online, worry free. Less than 1% of Comcast XFINITY Internet customers use a terabyte of data or more in a month."

If less than 1% of users ever use 1TB of data per month, I see no point in the implementation of a data cap. This draconian practice flies in the face of Net Neutrality and poses a threat to the free and open exchange of information. It opens the door for even more obstructive and greedy practices that will, without a doubt, bring further harm to the Open Internet.

Data caps are universally despised, and largely serve no practical purpose. The only time they are feasible is when a network is physically incapable of handling the amount of traffic consumers are trying to use. To my knowledge, this is not the case with Comcast's infrastructure. Even if I am incorrect in this presumption, considering Comcast has previously attempted to purchase Time Warner for \$37.4 billion, Comcast can easily afford to upgrade their infrastructure to meet demand.

Data caps need to be permanently put to an end. Given that the Internet is classified as a utility, its usage needs to be regulated the same way water, gas, and electricity are regulated. If other utility companies were allowed to add usage overage charges to their services (i.e. being charged \$10/gallon for each extra gallon used over 100 gallons of water per month), the outrage would be unprecedented. ISP's need to be held to the same standard.

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[Ticket: # 1074890 - Comcast Xfinity Terabyte Data Cap](#)

**Date:** 7/8/2016 10:48:53 AM

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

**Company Complaining About:** Comcast

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## **Description**

I received an email from Comcast about a new Terabyte data cap.

Comcast exempts its own Xfinity and cable streams from the cap, disadvantaging internet-only customers to hurt Netflix, Hulu and other non-partners. This is a violation of net neutrality.

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[Ticket: # 1074965 - Kimberley Remen's complaint re: ISP Zero Rating](#)

**Date:** 7/8/2016 11:17:20 AM

**City/State/Zip:** Rancho Cordova, California 95741

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1074942 - Comcast Data Caps****Date:** 7/8/2016 11:04:16 AM**City/State/Zip:** Norridge, Illinois 60706**Company Complaining About:** Comcast

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**Description**

Yesterday Comcast sent me an email explaining there will be a 1TB data cap on my account and if I go over that I will be charged a fee. They explained that I currently use 350GB on average per month, mind you, this is mainly from me streaming 1080p content, but I foresee a future where I will be streaming 4K, which would easily push me over that cap.

Another issue I have is they called me the other day passing off their own streaming service and one of their selling points was the fact it did not count towards any usage caps in place. This seems completely unfair as I currently use Amazon and Netflix.

There is no reason for there to be caps, this seems like a way to extract more money from an already expensive service ( \$89.99 for internet alone ), and that it's unfair practices made to entice you to their own streaming services.

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**Ticket: # 1074974 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 11:22:21 AM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1075035 - Comcast Data Caps**

**Date:** 7/8/2016 11:42:40 AM

**City/State/Zip:** Decatur, Illinois 62526

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting data caps in my area. They have what is effectively a regional monopoly, and are continuously increasing prices to pad their bottom line. They're taking advantage of the fact people don't have other options to access the internet.

Worse yet, they're trying to market it as an upgrade by calling it the "Terabyte Internet Experience" so that people who don't read their emails closely will think they're getting more for the money, not less. This is clearly deceptive advertising.

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**Ticket: # 1075083 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 11:53:24 AM

**City/State/Zip:** Chicago, Illinois 60614

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1075176 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 12:26:13 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, (b) (6)

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**Ticket: # 1075141 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 12:17:26 PM

**City/State/Zip:** Nashville, Tennessee 37220

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1075154 - New bandwidth caps for comcast in Chicago](#)

**Date:** 7/8/2016 12:20:39 PM

**City/State/Zip:** Wheeling, Illinois 60090

**Company Complaining About:** Comcast

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## **Description**

Comcast recently moved to implement a 1 TB cap in data usage for all residential customers in the Chicago area.

This is a blatantly anti-competitive practice. Data caps do nothing to help with congestion. There are already far better QoS methods that can reduce network traffic congestion without the use of data caps across the board. It's easy to imagine a situation where subscribers will now pay more to simply access streaming video content from Comcast's competitors.

I live in an area which is effectively monopolized by Comcast. I have no other options for a cable Internet subscription to my household. The data cap will undoubtedly affect my usage habits. The overage fees to be charged are inordinately high: up to \$200/mo higher in some cases.

This practice can only exist in a monopoly environment. It is unacceptable to me and many others. Please put an end to it.

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[Ticket: # 1075177 - Comcast/Xfinity data cap](#)

**Date:** 7/8/2016 12:27:12 PM

**City/State/Zip:** Oak Park, Illinois 60304

**Company Complaining About:** Comcast

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## **Description**

I recently received an email that Xfinity was moving to cap data at a terabyte, with overage charges if more data is used. I believe this violates the tenets of net neutrality, as we have a wired, not wireless, connection, and there's no real functional reason for a data cap, and this will disadvantage companies providing services in competition with Comcast's other businesses. The data cap should be removed.

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**Ticket: # 1075181 - Comcast Chicago area data caps****Date:** 7/8/2016 12:28:33 PM**City/State/Zip:** Hanover Park, Illinois 60133**Company Complaining About:** Comcast

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**Description**

Comcast has found a way to bypass net neutrality: it applies arbitrary data caps, like those being implemented in the Chicago region, and others, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection. These arbitrary data caps also bring a lot of negatives to my online business.

The real problem here isn't what they're charging, it's why. I am paying for speed, not amount of data. The amount of data I use is meaningless to customer impact. Comcast's claims for needing to charge for high data usage is that "those who use more data slow down the internet for those that don't".

When in reality, the real reason people are impacting each others' internet speeds is that the provider has typically oversold all of their lines. For example, if their line is capable of 5000mbps (random speed), they will sell 50mbps speeds to 100 homes. Comcast does this in hopes that not everyone is on and using bandwidth at the same time. If you are sold as a single household on 50mbps internet, you aren't able to exceed that cap no matter what form of traffic you are using. So you could be streaming high-def video once a year, if that happens to fall during a high usage time on an oversold line....people slow down. So, as you can see, the bandwidth capability of what they are selling is the problem. The data size cap is a completely arbitrary number that Comcast is basically making up to target consistent users. Instead of actually being consumer oriented and expanding to prepare for/usher in future technology growth, they're doing things like lobbying for ending net neutrality and charging more for specific services. In truth, Comcast has a high percentage of profitability because they're charging for lines that are already in existence that they rarely need to maintain. To actually expand and be able to support their sales would be the "customer oriented" move but they are digging their heels in and doing everything in their power to avoid this cost. There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices. Comcast is the only ISP in my area capable of giving me a 70mbps connection, so Comcast has a monopoly on that specific internet speed. Comcast basically behaves like a monopoly, and randomly and without reason increases rates for its customers.

Altogether, these practices prove what we've always known: Comcast disapproves the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as

gatekeepers. Comcast claims they implement "pro-consumer" policies, but in reality they're simply trying to bypass net neutrality.

Please end these caps immediately, and respect the rules put in place by the FCC.

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**Ticket: # 1075258 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 12:47:07 PM

**City/State/Zip:** Chicago, Illinois 60610

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1075345 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 1:20:59 PM

**City/State/Zip:** Nashua, New Hampshire 03063

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1075279 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 12:52:46 PM

**City/State/Zip:** Saint Charles, Illinois 60174

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1075296 - Comcast data caps**

**Date:** 7/8/2016 1:02:23 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast

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## **Description**

Comcast recently moved to implement a 1 TB cap in data usage for all residential customers in the Chicago area; marketed as "Introducing a Terabyte Internet Experience", which is very misleading to the average consumer to describe it as if it was a new beneficial service, when in-fact, it imposes restrictions.

This is a blatantly anti-competitive practice. Data caps do nothing to help with congestion. There are already far better QoS methods that can reduce network traffic congestion without the use of data caps across the board. It's easy to imagine a situation where subscribers will now pay more to simply access streaming video content from Comcast's competitors.

I live in an area which is effectively monopolized by Comcast. I have no other options for a cable Internet subscription to my household. The data cap will undoubtedly affect my usage habits, which will also give Comcast's data cap except streaming services an unfair advantage over other streaming services. The overage fees to be charged are inordinately high: up to \$200/mo higher in some cases.

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**Ticket: # 1075310 - Comcast Chicago Data Caps**

**Date:** 7/8/2016 1:07:42 PM

**City/State/Zip:** Chicago, Illinois 60630

**Company Complaining About:** Comcast

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**Description**

Hello -

Comcast recently moved to implement a 1 TB cap in data usage for all residential customers in the Chicago area.

This is a blatantly anti-competitive practice. Data caps do nothing to help with congestion. There are already far better QoS methods that can reduce network traffic congestion without the use of data caps across the board. It's easy to imagine a situation where subscribers will now pay more to simply access streaming video content from Comcast's competitors.

I live in an area which is effectively monopolized by Comcast. I have no other options for a cable Internet subscription to my household. The data cap will undoubtedly affect my usage habits. The overage fees to be charged are inordinately high: up to \$200/mo higher in some cases.

This practice can only exist in a monopoly environment. It is unacceptable to me and many others. Please put an end to it.

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**Ticket: # 1075315 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 1:09:50 PM

**City/State/Zip:** Ware, Massachusetts 01082

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Data usage is on the rise as new video services come up. All networks were built to handle massive bandwidth, and so data caps are simply to make more money.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1075354 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 1:27:17 PM

**City/State/Zip:** Wonder Lake, Illinois 60097

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. They just starting rolling these caps out to the Chicago market, which directly affects me. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online. We as a nation need to advance in technology - not be afraid to use it due to an ever increasing bill from overages.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1075359 - XXXXXX XXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 1:29:47 PM

**City/State/Zip:** Chicago, Illinois 60613

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1075367 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 1:32:52 PM

**City/State/Zip:** Aurora, Illinois 60503

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1075382 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 1:35:51 PM

**City/State/Zip:** Chicago, Illinois 60609

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1075426 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/8/2016 1:49:31 PM

**City/State/Zip:** Clarksville, Indiana 47131

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1075504 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 2:14:19 PM

**City/State/Zip:** Shawnee, Kansas 66203

**Company Complaining About:** T Mobile

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## **Description**

Hi T-Mobile, I am an extremely concerned customer.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1077659 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/10/2016 4:26:22 PM

**City/State/Zip:** San Antonio, Texas 78228

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1075638 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 2:59:47 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1075502 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/8/2016 2:13:08 PM

**City/State/Zip:** Shawnee, Kansas 66203

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1075532 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 2:25:22 PM

**City/State/Zip:** Mundelein, Illinois 60060

**Company Complaining About:** Comcast

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## **Description**

I just received my notification from Comcast yesterday that my use will be subject to a monthly 1 terabyte cap (with expensive overage charges) starting August 1st. While a 1 terabyte cap may seem "generous" now, within a few years, normal users streaming 4K video from Netflix/Hulu/etc will easily bump up against this cap.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion.

Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1075637 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 2:59:30 PM

**City/State/Zip:** Chicago, Illinois 60641

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1075556 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 2:30:52 PM

**City/State/Zip:** Chicago, Illinois 60614

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1075622 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 2:56:12 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

These new data caps that Comcast is attempting to implement in the city of Chicago are egregious, and fly in the face of net neutrality.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1075647 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 3:02:28 PM

**City/State/Zip:** Pleasant Ridge, Michigan 48069

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1075651 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 3:03:55 PM

**City/State/Zip:** Poplar Grove, Illinois 61065

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1075712 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 3:20:50 PM

**City/State/Zip:** Beaumont, Texas 77706

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 1075733 - Comcast data cap](#)

**Date:** 7/8/2016 3:23:31 PM

**City/State/Zip:** Portage, Indiana 46368

**Company Complaining About:** Comcast

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## **Description**

Comcast has now introduced my and several other areas with their 1TB internet data cap. I and fellow other users feel this violates net neutrality as it encourages users to use Comcasts own video services as it does not count towards the data cap.

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[Ticket: # 1075734 - Comcast Data Caps](#)

**Date:** 7/8/2016 3:23:37 PM

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

**Company Complaining About:** Comcast

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### **Description**

I have recently learned that comcast is going to start enforcing a data cap in the Chicago area and I don't think that we should have to take this. There is barely any competition to comcast where I live.

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**Ticket: # 1075922 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 4:31:56 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1075769 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 3:32:21 PM

**City/State/Zip:** Waterford, Michigan 48328

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1076053 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 5:08:34 PM

**City/State/Zip:** Sheridan, Wyoming 82801

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1075835 - Comcast Chicago "Data Plans"**

**Date:** 7/8/2016 3:53:55 PM

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

**Company Complaining About:** Comcast

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**Description**

Comcast recently moved to implement a 1 TB cap in data usage for all residential customers in the Chicago area.

This is a blatantly anti-competitive practice. Data caps do nothing to help with congestion. There are already far better QoS methods that can reduce network traffic congestion without the use of data caps across the board. It's easy to imagine a situation where subscribers will now pay more to simply access streaming video content from Comcast's competitors.

I live in an area which is effectively monopolized by Comcast. I have no other options for a cable Internet subscription to my household. The data cap will undoubtedly affect my usage habits. The overage fees to be charged are inordinately high: up to \$200/mo higher in some cases.

This practice can only exist in a monopoly environment. It is unacceptable to me and many others. Please put an end to it.

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[Ticket: # 1075839 - Comcast Net Neutrality Violation](#)

**Date:** 7/8/2016 3:54:54 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast's new monthly data cap doesn't apply to their Xfinity on demand or to the regular channelized content. It disadvantages Netflix, Hulu, Amazon, etc...

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**Ticket: # 1076237 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 7:01:58 PM

**City/State/Zip:** Byhalia, Mississippi 38611

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Jessica Blackwell

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**Ticket: # 1076264 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 7:19:24 PM

**City/State/Zip:** Bloomington, Illinois 61704

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1075940 - Data Caps****Date:** 7/8/2016 4:36:12 PM**City/State/Zip:** Chicago, Illinois 60642**Company Complaining About:** Comcast

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**Description**

It seems Comcast is applying arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

Please end these caps immediately, and respect the rules put in place by the FCC. I also wish I could choose from another company besides Comcast, but there seems to be a monopoly on the choices of services that are to be provided.

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**Ticket: # 1075969 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 4:43:14 PM

**City/State/Zip:** Tuckerton, New Jersey 08087

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1076006 - Data Caps**

**Date:** 7/8/2016 4:54:09 PM

**City/State/Zip:** Middlebury, Indiana 46540

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling data caps out in this area with short notice. I have been a customer for over 10 years and think this practice is unfair. I never had a data limit before but now there is one. They say it is for fair pricing but they do not lower my bill if I do not go over the cap but will charge me 200.00 more if I do or I have to pay an additional 50 dollars per month for the same thing I am pay for now. They say this is a trial in this area but if you call comcast to speak out against the trial no one really wants to hear your complaints is slow to escalate your complaint to any one who would report the situation up to the level of management that would make a decision affecting the data cap. They want you to think it is ok because they say it is fair. They can not tell you how the measurement data tools work or even what tools they are using to determine how much data you are using. There are countless articles on the internet how their measurement tools are wrong and people are being over charged. They are not showing enough transparency on why they need the caps in place and how the data is being measured.

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**Ticket: # 1076055 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 5:11:17 PM

**City/State/Zip:** Munster, Indiana 46321

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1076198 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 6:26:34 PM

**City/State/Zip:** Normal, Illinois 61761

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers. Today, Comcast announced that it is applying a data cap of 1TB on my internet service. The problem I have with this announcement is that Comcast exempts its own video content while counting all competing video services toward the cap. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I use such as Amazon Prime Video and Netflix. Even though Amazon and Netflix compete with Comcast by offering better price, quality and selection, I may be forced to end my business with Amazon and Netflix to avoid the data cap fees.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users like me who'd rather not pay for expensive cable TV packages and watch Netflix as a cheaper and higher quality alternative.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

In the email I received from Comcast, it was mentioned that less than 1% of customers go over the 1TB data cap. While this may be true today, as more 4K online video services become available to consumers, many will reach the cap very quickly. This may force consumers to end business with competitors that offer 4K video online or move to Comcast's inferior video service that is exempt from the data cap.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1076200 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 6:27:04 PM

**City/State/Zip:** Albuquerque, New Mexico 87113

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1076407 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 9:43:20 PM

**City/State/Zip:** Fort Smith, Arkansas 72903

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1076288 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 7:34:08 PM

**City/State/Zip:** Cary, Illinois 60013

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1076360 - Comcast implementing data caps**

**Date:** 7/8/2016 8:36:35 PM

**City/State/Zip:** Morton, Illinois 61550

**Company Complaining About:** Comcast

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## **Description**

The data caps that Comcast plan on implementing will retard the progress of technology in the US. Comcast claims that only 1% of their customers will exceed the caps that they are putting in place, but technology innovations (such as 4k and 8k streaming video) will cause caps to be exceeded by more and more customers in the future. Data caps also prevent the possibility of off-site backups of data, which affects all customers in the event of a catastrophe. Comcast is only implementing these caps because in many cases they are not reinvesting in infrastructure to actually keep up with demand. They want to use these caps to keep demand artificially low, and to prevent the types of technology innovations that would drive higher data usage (e.g., knowing that Comcast is the largest ISP in the US, no technology company will want to push for 4k or 8k video solutions since most consumers wouldn't be able to take advantage of the increased resolutions without going over monthly caps). Comcast is a monopoly in many areas, and their implementation of data caps on cable internet goes against the spirit of a free and open internet.

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[Ticket: # 1076368 - Comcast implementing data cap](#)

**Date:** 7/8/2016 8:43:36 PM

**City/State/Zip:** Frankfort, Illinois 60423

**Company Complaining About:** Comcast

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## **Description**

After years of being a Comcast customer, they are now implementing a data cap that negatively impacts the amount of data I can download/transmit within a month. This was not part of the contract I signed up for and in no way should an Internet service provider be limiting of the amount of content a subscriber can access.

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[Ticket: # 1076398 - Data Cap](#)

**Date:** 7/8/2016 9:27:38 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast is enforcing a data cap in my area, it is unfair and i have no other provider in my area that would be on the competing level as comcast

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**Ticket: # 1076372 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 8:47:28 PM

**City/State/Zip:** Chicago, Illinois 60645

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1076377 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 8:50:10 PM

**City/State/Zip:** New York, New York 10175

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1076400 - Data caps**

**Date:** 7/8/2016 9:30:02 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast recently moved to implement a 1 TB cap in data usage for all residential customers in the Chicago area.

This is a blatantly anti-competitive practice. Data caps do nothing to help with congestion. There are already far better QoS methods that can reduce network traffic congestion without the use of data caps across the board. It's easy to imagine a situation where subscribers will now pay more to simply access streaming video content from Comcast's competitors.

I live in an area which is effectively monopolized by Comcast. I have no other options for a cable Internet subscription to my household. The data cap will undoubtedly affect my usage habits. The overage fees to be charged are inordinately high: up to \$200/mo higher in some cases.

This practice can only exist in a monopoly environment. It is unacceptable to me and many others. Please put an end to it.

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**Ticket: # 1076412 - Comcast imposing Data Caps in Chicagoland Area**

**Date:** 7/8/2016 9:49:17 PM

**City/State/Zip:** Aurora, Illinois 60502

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules. The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others.

But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, like those being implemented in the Chicago region, and others, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

Please help put a stop to these data caps.

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**Ticket: # 1076419 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/8/2016 9:55:34 PM

**City/State/Zip:** Coraopolis, Pennsylvania 15108

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1076575 - XXX XXXX's XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/9/2016 4:24:29 AM

**City/State/Zip:** Austin, Texas 78702

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1076722 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 7/9/2016 11:29:28 AM

**City/State/Zip:** Fort Lauderdale, Florida 33301

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1076612 - XXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/9/2016 8:18:55 AM

**City/State/Zip:** O Fallon, Missouri 63368

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1076794 - Comcast Chicago data cap "trial"**

**Date:** 7/9/2016 12:32:31 PM

**City/State/Zip:** Elk Grove Village, Illinois 60007

**Company Complaining About:** Comcast

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## **Description**

Adding my voice to the crowd.

This reads like, yet again, an undue exercise of monopoly power. Despite:

- the Charter merger being conditioned on seven years of no data caps
- Comcast "trailing" this in several other areas to overwhelmingly negative reaction
- Comcast essentially admitting data caps have nothing to do with network congestion
- Comcast selectively zero-rating its own media services in these test markets
- Comcast claiming that "the average person doesn't hit the cap" when the very existence of a cap shapes consumer behavior to avoid paying extra fees
- etc

They've brought it to the Chicagoland area, without any prior notice or ability to opt out. As a recent relocater to the area, I'm appalled - I only have two real choices for broadband Internet where I am, and I only selected Comcast because AT&T already has landline data caps.

Having come from the Cincinnati metro area, where Cincinnati Bell introduced (and was continuing to build out) a gigabit option without data restrictions for less than \$100/mo, I'm a bit floored by my relocation here. A larger metro, with less choice, and for approximately the same price I'm getting 1/13 of the theoretical bandwidth (not to mention practically - on Steam, the digital video game service and one of the highest bandwidth services around, I see maybe up to 20mbps, versus 600mbps+ from Cincinnati Bell).

The Internet is no longer a nice extra, but of the same importance and need as any other traditional utility. And unlike physical utilities, bits of data are not a finite resource. I consider this enough of a quality of life issue that, had I known, it would have influenced my decision to take a new job and move in the first place.

As it is, my only options in this "competitive" broadband market are to physically move again to an area with some actual choice, or hope and pray for competition (eg. Google Fiber) to arrive. I suspect I am but one of many who find this unacceptable.

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**Ticket: # 1076657 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/9/2016 10:04:46 AM

**City/State/Zip:** Wheaton, Illinois 60189

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1076708 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/9/2016 11:12:46 AM

**City/State/Zip:** Westmont, Illinois 60559

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1076753 - Comcast Data Caps**

**Date:** 7/9/2016 11:58:25 AM

**City/State/Zip:** Schaumburg, Illinois 60193

**Company Complaining About:** Comcast

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### **Description**

I recently received notice from Comcast that they would be putting a data cap on my internet usage, charging a fee if we go over the cap. I see this as stifling my ability to choose to not use one of their cable services in favor of other services that offer more value, as I would be penalized.

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**Ticket: # 1076847 - Xfinity Data caps**

**Date:** 7/9/2016 1:10:12 PM

**City/State/Zip:** Ruckersville, Virginia 22968

**Company Complaining About:** Comcast

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## **Description**

Internet penetration rates over the entire globe have significantly increased over the last 10 years. Along with increased Internet access comes reliance on the web for daily activities ranging from bill paying to education and entertainment.

Xfinity imposes a data cap of 300gb in my area and have established themselves as the only ISP, thus creating a market monopoly. Why 300gb? Because they want cable subscriptions purchased through them and are combating cord cutters.

For me to use Internet for my families needs, I am heavily regulated by this market giant. They set the conditions for how people use the Internet, and it's for business profitability reasons and not for infrastructure constraints.

It's becoming increasingly apparent that private companies control Internet in the U.S. in that they set the conditions for how we use it.

For the time being, my family and I have no options but to either disconnect from the Internet or limit our use of it to comply with Xfinity's attempts to force people on cable.

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**Ticket: # 1076923 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/9/2016 2:19:39 PM

**City/State/Zip:** Brooklyn, New York 11231

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1077231 - XXXXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 7/9/2016 8:18:20 PM

**City/State/Zip:** Bakersfield, California 93313

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1077091 - Data Caps](#)

**Date:** 7/9/2016 5:39:25 PM

**City/State/Zip:** Cleveland Heights, Ohio 44118

**Company Complaining About:** AT&T

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## **Description**

My internet was recently placed on a Data Cap, where I have a limited allowance of how much data I can use. My options are to either pay an overage fee, but there's no way to change providers because AT&T has a service monopoly in my area. Is there any recourse available for me short of moving?

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**Ticket: # 1077127 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/9/2016 6:18:30 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1077411 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/10/2016 7:41:22 AM

**City/State/Zip:** Sycamore, Illinois 60178

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1077147 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/9/2016 6:40:52 PM

**City/State/Zip:** Salina, Kansas 67401

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

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[Ticket: # 1077240 - Comcast data caps in chicago](#)

**Date:** 7/9/2016 8:25:55 PM

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

**Company Complaining About:** Comcast

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### **Description**

I am writing to complain about the recent decision by Comcast in the Chicago area to implement data caps for home internet service. There is no viable competitor in my market and I have no options to switch to someone else. Furthermore, the cost of Internet service is rising by \$15. We need some help please.

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[Ticket: # 1077281 - Comcast Data Caps](#)

**Date:** 7/9/2016 9:36:39 PM

**City/State/Zip:** Warsaw, Indiana 46580

**Company Complaining About:** Comcast

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### **Description**

Comcast adding restrictive data caps, please don't let off on them, they will lower the caps if you do. Less of a complaint and more like a plea, the FCC is the shield that protects us from abuse.

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**Ticket: # 1077265 - Comcast data cap in Chicago**

**Date:** 7/9/2016 9:01:06 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

I believe it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds.

As the owner of a sole proprietorship, I cannot afford their business packages or their data cap overage fees. I do wedding videography and must upload hundreds of gigabytes of video footage to backup online. Now that Comcast is restricting my usage of data, that means I either have to:

- pay overage fees, which I cannot afford.
- upgrade my internet service, which I cannot afford.
- stop backing up my data online, which will leave me liable for legal action in the event that I lose data that someone has paid me to create. or...
- move to a new apartment which has internet service providers available to me that can supply broadband speeds I need in order to successfully run my business.

As you can see, none of these options are ideal and I believe choosing any one of them will cause me to potentially lose my business.

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**Ticket: # 1077332 - XXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/9/2016 11:21:37 PM

**City/State/Zip:** Saint Louis, Missouri 63119

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1077439 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/10/2016 10:09:09 AM

**City/State/Zip:** Mohegan Lake, New York 10547

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1077350 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/9/2016 11:52:50 PM

**City/State/Zip:** Howell, New Jersey 07731

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1077463 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/10/2016 11:16:35 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19147

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1077459 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/10/2016 11:10:52 AM

**City/State/Zip:** Tavares, Florida 32778

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1077420 - XXXXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/10/2016 8:48:51 AM

**City/State/Zip:** Palos Heights, Illinois 60463

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1077445 - Comcast Data Cap**

**Date:** 7/10/2016 10:26:54 AM

**City/State/Zip:** Springfield, Illinois 62704

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a data cap policy. As I'm sure you know, people are outraged (including me). Since Comcast lost the Net Neutrality argument (after spending billions to push it through), they are retaliating by capping our data usage so they can still get their way. How is this legal? I didn't sign anything saying I was okay with them doing this! How can I get out of my contract because of changes to my policy that are out of my control without paying penalties to the company forcing me out (Comcast)?

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**Ticket: # 1077542 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/10/2016 12:54:01 PM

**City/State/Zip:** Somerville, Massachusetts 02144

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1077552 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/10/2016 1:17:10 PM

**City/State/Zip:** Orange Park, Florida 32073

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1077613 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/10/2016 3:06:08 PM

**City/State/Zip:** Jacksonville, Florida 32254

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

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As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 1077681 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/10/2016 5:01:00 PM

**City/State/Zip:** Pocasset, Massachusetts 02559

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1077745 - Comcast Data Cap**

**Date:** 7/10/2016 7:22:19 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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**Description**

On July 7th I received an email detailing a 1TB data cap being enforced on my Comcast home internet service.

1. Comcast provides no way for me to audit my usage. They provide no date specific totals.
2. Comcast claims I have used 1300GB on average over the past 3 months. My current usage through 10 days is 160 GB. I found this discrepancy very suspect.
3. The cost for unlimited bandwidth is \$10 more than I pay for my entire service.

I have attached the email below.

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**Ticket: # 1077753 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/10/2016 7:33:03 PM

**City/State/Zip:** Depew, New York 14043

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1077779 - XXXXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 7/10/2016 8:39:36 PM

**City/State/Zip:** Holland, Michigan 49423

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1077878 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/11/2016 12:17:25 AM

**City/State/Zip:** Keizer, Oregon 97303

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1077918 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/11/2016 5:21:54 AM

**City/State/Zip:** Eagle River, Alaska 99577

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1078044 - Drew 's complaint re: ISP Zero Rating**

**Date:** 7/11/2016 10:08:29 AM

**City/State/Zip:** Charleston, South Carolina 29403

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1078131 - XXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/11/2016 10:52:11 AM

**City/State/Zip:** New York, New York 10011

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1078132 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/11/2016 10:52:43 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15229

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1078286 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/11/2016 11:57:31 AM

**City/State/Zip:** Ogden, Utah 84404

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1078362 - XXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/11/2016 12:30:38 PM

**City/State/Zip:** Buffalo, New York 14217

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1078489 - Internet Data Caps****Date:** 7/11/2016 1:16:33 PM**City/State/Zip:** Joliet, Illinois 60435**Company Complaining About:** Comcast

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**Description**

I have been a Comcast customer for 9 years. I have used my connection as needed for that duration. Between the use of streaming for my family, performing some remote office work (For a streaming company), and my own uploads of family HD Videos and photos, I admittedly use a fair amount of data. According to a recent email from Comcast, 1313 gb on average per month. I have now been informed, via email, that Comcast has decided to implement ("unsuspend") the data caps they have "had in place", without enforcing. Never mind the fact that they were "suspended" while Comcast was working to acquire Time Warner Cable in a half-hearted effort to appease the FCC, thereby putting on display the tru sketchiness of the policy in the first place. However, I have now been made aware that I can either pay \$10 for every 50GB overage (Approx \$70 ADDITIONAL per month given my average) or pay \$50 for "Unlimited". Now I take issue with several items. First, the additional \$50 for "unlimited" would effectively DOUBLE my current monthly rate, with absolutely no change in service or benefit to me. That right there borders on unfair practices, if not outright extortion. Coupled with the fact that this tactic is geographically discriminatory toward regions outside of Google Fiber installation areas--- Google of course does not have any data limitations---as it should be. Now, I have followed up with Comcast the last few days. I have been offered the chane to upgrade to Business class, which of course MORE than doubles my monthly rate. I have been denied an answer for this implementation from most Reps. One rep has referenced network capacity. However, if I were to use Comcast wi-fi hotspots instead of my own connection---it would be on the same network and somehow of course this would NOT count against my data. The logic doesnt follow. This is a poor excuse to exploit customers whom Comcast has lobbied to NOT have competition. Please let me know if I can provide any further information.

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**Ticket: # 1078576 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/11/2016 1:57:25 PM

**City/State/Zip:** Walpole, Massachusetts 02081

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1089519 - Keep secretly lowing the data cap](#)

**Date:** 7/18/2016 3:31:05 AM

**City/State/Zip:** Broadview Heights, Ohio 44147

**Company Complaining About:** Cox

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## **Description**

Cox Communication in Cleveland is secretly lowering their data cap without warning they went from 750 to 700 on premier plan I got. You can see this from their Cox data caps FAQ page they keep updating. Is this legal? This is not okay they will just keep lowering. It is known Comcast even upped their cap please do something!

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[Ticket: # 1078758 - Data Caps](#)

**Date:** 7/11/2016 2:49:34 PM

**City/State/Zip:** Chicago, Illinois 60601

**Company Complaining About:** Comcast

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## **Description**

Data Caps shouldn't be had on internet services. There are no caps on electricity and we as a society have come far enough that access to an uncapped and open internet is a basic utility.

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**Ticket: # 1079017 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/11/2016 4:03:49 PM

**City/State/Zip:** Blackstone, Massachusetts 01504

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1079654 - Comcast data cap in Chicago](#)

**Date:** 7/11/2016 9:00:50 PM

**City/State/Zip:** Chicago, Illinois 60632

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps in the Chicago area. I called to complain and we agreed on day 1 of signing me up to their service that they would not be implementing any data caps in the Chicago area if they were to do so, I will call to cancel immediately. Since they refused to lift the cap or speak to a manager to cancel, the Comcast rep was supposed to transfer me to billing, but they hung up on me instead.

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[Ticket: # 1079781 - Comcast Data Caps](#)

**Date:** 7/11/2016 11:38:57 PM

**City/State/Zip:** San Francisco, California 94115

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a monthly data cap in my area. This behavior is anti-consumer and detrimental to the open internet. This is nothing short of a clear slap in the face of Net Neutrality.

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[Ticket: # 1079829 - unauthorized data caps and throttling usage](#)

**Date:** 7/12/2016 1:34:32 AM

**City/State/Zip:** Sacramento, California 95816

**Company Complaining About:** Comcast

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## **Description**

Comcast has inserted a data cap into my shared account without permission. They have retaliated against me by shutting down my router / Restarting my router for not wanting a data cap and stating that I am not getting the service level I am paying for along with the constant interruption of service that I experience. I have run several speed tests over a period and they all indicate that my upload speeds are greatly affected. Comcast has blatantly shown a bias and when I ran their speed test service through Xfinity, it would consistently show 25% greater upload service. This, on top of the datacap is comcast not treating all things equally but throttling services they do not want.

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**Ticket: # 1079851 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/12/2016 5:40:28 AM

**City/State/Zip:** Lincoln Park, Michigan 48146

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1079875 - Comcast Internet Data Cap**

**Date:** 7/12/2016 7:16:43 AM

**City/State/Zip:** Bartlett, Illinois 60103

**Company Complaining About:** Comcast

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**Description**

Comcast has enabled a data cap for the chicago area. We stream a lot of content and am now having to watch how much data we use. If we stream content from the comcast servers, the data is not counted against our new data cap however other services are. I think this is in violation of net neutrality. I think these caps are a monopolistic tactic to squeeze more money out of there customers. No service is being added and rates have gone up. I pay for bandwidth, not quantity.

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[Ticket: # 1080475 - Data Caps/ Net Neutrality](#)

**Date:** 7/12/2016 12:56:45 PM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** AT&T

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## **Description**

Data Caps are being implemented by cable companies to force us to use their crappy products. They only offer unlimited data if we also use their cable services bundled with internet. They are taking away our freedom to use the streaming service of our own choosing. Of course, we can always pay a whole lot more to get unlimited data, which would double our Internet fees. And there's Comcast, who offers their own streaming service that would not use any data (zero rating). It's clear that cable companies are playing a dirty game to keep our money by penalizing us for choosing other streaming companies. If these companies can give customers unlimited data when they bundle internet and cable, why aren't they able to give us unlimited internet, period? We, the consumers are the ones who lose.

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[Ticket: # 1080738 - XXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/12/2016 2:18:52 PM

**City/State/Zip:** Walton, New York 13856

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1080785 - XXXXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/12/2016 2:34:19 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1080920 - Implementation of a data cap**

**Date:** 7/12/2016 3:16:01 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has just informed me that a 1 TB data cap will be enforced on my service starting August 1st. Fully utilizing the 75 Mbps connection that I pay for would exhaust this in less than 2 days.

As an IT professional that works from home, I end up using more data than the average person. In past months, I have transferred over double the amount of data in this cap just by backing up critical data to a cloud service.

This is also a bit anti-competitive where Comcast's streaming services do not count towards the data cap, even though they are being transferred over the same internet connection.

All in all, this is a flat out grab for money. They want users to pay \$50 extra a month for unlimited data that they used to have for no additional cost, or move to a "Business Class" connection that costs even more and has less bandwidth available.

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**Ticket: # 1136898 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 8/12/2016 8:23:12 PM

**City/State/Zip:** Laurel, Maryland 20708

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1083261 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/13/2016 3:53:55 PM

**City/State/Zip:** Vancouver, Washington 98662

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1081561 - At&t data caps**

**Date:** 7/12/2016 6:52:27 PM

**City/State/Zip:** Booneville, Mississippi 38829

**Company Complaining About:** AT&T

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## **Description**

At&t responded to my last complaint with a completely false explanation. They stated that since March, people have had data caps. This is not true. They started the data caps in May, not March. They went on to say that the reason for the change in policy was so that they could give us better options for internet such as the unlimited data option. Seeing as how ALL internet was unlimited before the change in May, this is a blatant lie. They are not trying to improve options, they are trying to force cable cutters into paying what they would if they did pay for cable and internet instead of just internet. As i said in my last complaint, this is just a money grab. They are trying to increase their bottom line and strongarm people into paying more while refusing to actually improve anything about their already abysmal service.

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**Ticket: # 1081733 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/12/2016 8:16:39 PM

**City/State/Zip:** Westmont, Illinois 60559

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1081736 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/12/2016 8:17:02 PM

**City/State/Zip:** Westmont, Illinois 60559

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1081923 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 7/12/2016 10:40:43 PM

**City/State/Zip:** Long Beach, California 90806

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1081942 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/12/2016 11:11:41 PM

**City/State/Zip:** West Islip, New York 11795

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1081978 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/12/2016 11:52:09 PM

**City/State/Zip:** New York, New York 10019

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1082003 - Data Caps**

**Date:** 7/13/2016 1:09:48 AM

**City/State/Zip:** Bedford, Virginia 24523

**Company Complaining About:** Shentel

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## **Description**

I feel data caps attack open internet/net neutrality. Think about it I Pay to have access to the internet and to be told how much I can use it is ridiculous. It's like you pay for car insurance witch carriers a higher risk. your not told how much you can drive your car or how often you can use it. dmv doesn't say o you went over your yearly mileage allowance your going to pay more in fee's for driver licence renewal this year. Also look at Comcast you use our web streaming service it doesn't count toward your data allowance. If you use Netflix that web streaming useage then counts. it all comes to passing on more cost to the customer for something we already pay for. Someone has to say enough is enough. You can't sell someone a service then charge them more for using it. Heres another thing to open your eyes I pay 52\$ a month for car insurance I pay 65\$ a months for 10MB internet service..... and I am told how much I can use it.

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**Ticket: # 1082044 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/13/2016 5:54:21 AM

**City/State/Zip:** Flat Rock, Michigan 48134

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1084247 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 8:15:31 AM

**City/State/Zip:** West Middlesex, Pennsylvania 16159

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1082896 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/13/2016 2:13:22 PM

**City/State/Zip:** Toledo, Ohio 43605

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1083960 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/13/2016 9:28:01 PM

**City/State/Zip:** Lederach, Pennsylvania 19450

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon, or any other company, to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Thank you for taking my comments into consideration and I look forward to your response.

(b) (6)

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**Ticket: # 1086432 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 3:22:05 AM

**City/State/Zip:** Springfield, Illinois 62704

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1084188 - XXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/14/2016 6:11:53 AM

**City/State/Zip:** Berkeley, California 94704

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. This disparity has been made most apparent by leanings by Comcast on content providers like Netflix which has historically seen poorer streaming bandwidth and quality if Netflix did not comply with Comcast's financial demands. This action among others hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1083974 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/13/2016 9:35:08 PM

**City/State/Zip:** Lederach, Pennsylvania 19450

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses - except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Thanks for considering my comments and I look forward to your response.

(b) (6)

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**Ticket: # 1083752 - XXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/13/2016 7:00:34 PM

**City/State/Zip:** Haddonfield, New Jersey 08033

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1085449 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 3:54:36 PM

**City/State/Zip:** Dekalb, Illinois 60115

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1084136 - Throttling causing certain websites fail to load.](#)

**Date:** 7/14/2016 12:15:55 AM

**City/State/Zip:** East Otto, New York 14729

**Company Complaining About:** Exede

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## **Description**

Exede Satellite Internet throttles you when you go over their data cap, problem is some websites flat out, do not load due to the throttle speed being so low its below dial up speeds (around 30 to 24 Kbps and even once low as 100 BYTES). Steam is the hardest hit, not a single Steam related page will load at all while being throttled, despite many others loading. During their "Late Night Free Zone" Steam is being singled out and throttled showing download speeds of 250 Kbps instead of 1.5 Mbps we're paying for.

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**Ticket: # 1084182 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 5:23:45 AM

**City/State/Zip:** Campbell, California 95008

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1084264 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 8:42:17 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1084292 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 9:16:51 AM

**City/State/Zip:** Chicago, Illinois 60605

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1084514 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 11:09:49 AM

**City/State/Zip:** Glenwood, Illinois 60425

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1085455 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 3:56:31 PM

**City/State/Zip:** Mishawaka, Indiana 46544

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1085432 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 3:51:46 PM

**City/State/Zip:** Pawling, New York 12564

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1084768 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/14/2016 12:40:29 PM

**City/State/Zip:** Roswell, Georgia 30075

**Company Complaining About:** Comcast

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## Description

Given how powerful regional telecommunication monopolies already are, I hope that the FCC will take this liberty-minded appeal seriously.

From last year, the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. Unfortunately, those cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should absolutely put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules. Let's continue with the theme of government transparency.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. However, in the event that you would like to contact me personally, please do so via email.

(b) (6)

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**Ticket: # 1085226 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 2:53:55 PM

**City/State/Zip:** Anchorage, Alaska 99503

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1085224 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 2:52:35 PM

**City/State/Zip:** Anchorage, Alaska 99503

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1085869 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 5:53:16 PM

**City/State/Zip:** Ellicott City, Maryland 21042

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 1085298 - Comcast Data Caps****Date:** 7/14/2016 3:17:27 PM**City/State/Zip:** Macomb, Illinois 61455**Company Complaining About:** Comcast

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**Description**

Comcast is now implementing data caps in my area (I've submitted a complaint about this before they did this and their response was "We have no plans to do this in your area." which we all knew was a lie.) We will be capped at 1 TB (1024 GB) starting August 1st, 2016.

Comcast charges an absurd amount for access to the Internet, more than 10 TIMES that of most other first-world nations. They charge you for access at a specific speed, and the higher the speed you choose, the more you pay. Currently we are paying for 75mbps down. With this in mind, this is a blatant money grab, and fraud. If I were to USE my 75mbps which is what they are selling me I could download 540 MB per minute, 31.6 GB per hour, 759 GB per day. It would take me less than TWO DAYS of a standard billing cycle to overcome this cap. Since they are selling me a speed I am unable to use because of the cap they are imposing, this is clearly fraud as I am not receiving the service advertised for the price quoted. Comcast needs to be held accountable for their blatant price gouging and shady tactics.

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**Ticket: # 1085493 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 4:07:23 PM

**City/State/Zip:** Houston, Texas 77007

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

These plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

Finally, AT&T is undercutting my existing plan without a data cap from Comcast by entering into my market. This pressure forces existing companies, like Comcast, to offer similar products, and could potentially force a data cap into my plan with Comcast.

As a potential AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1085623 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 4:39:25 PM

**City/State/Zip:** Hickory Hills, Illinois 60457

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1085542 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 4:22:27 PM

**City/State/Zip:** Chicago, Illinois 60641

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1085833 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 5:39:13 PM

**City/State/Zip:** Chicago, Illinois 60612

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1085791 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 5:26:08 PM

**City/State/Zip:** Cary, Illinois 60013

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1085795 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 5:27:35 PM

**City/State/Zip:** Chicago, Illinois 60616

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1085802 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 5:28:17 PM

**City/State/Zip:** Portland, Oregon 97214

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1085824 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 5:37:35 PM

**City/State/Zip:** Chicago, Illinois 60605

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1085846 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 5:44:44 PM

**City/State/Zip:** Corvallis, Oregon 97330

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1085865 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 5:52:45 PM

**City/State/Zip:** Reston, Virginia 20190

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1085991 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 6:35:04 PM

**City/State/Zip:** Demotte, Indiana 46310

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

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(b) (6)

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**Ticket: # 1085889 - Data Caps**

**Date:** 7/14/2016 5:58:32 PM

**City/State/Zip:** Broadview Heights, Ohio 44147

**Company Complaining About:** Cox

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## **Description**

It is known publicly that data caps is all marketing bullshit. Cox Communications is not much different from the hated Comcast is that the reputation you guys want? How is data a utility like water or power? I can see a water meter being read from a house but data can be monitored internally meaning it could be in actuate or modified internally and can't be trusted it's not like they monitor the data from a meter from within the house. Time Warner does not do data caps and only the Cox Cleveland market is responsible. What does this say? It's obviously not needed and I am fed up. We almost canceled cause you guys won't even offer a bundle deal anymore. I know people are waking up to it with Netflix now doing 1080p and 4k I don't want Cox to feel like a cell phone service like Verizon. Please don't send me letters unless your gonna overturn data limits.

Thank you,

(b) (6)

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**Ticket: # 1085937 - XXXXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 6:11:54 PM

**City/State/Zip:** Wheaton, Illinois 60187

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

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Sincerely,

(b) (6) [Redacted]  
[Redacted]

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**Ticket: # 1086089 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 7:23:15 PM

**City/State/Zip:** Miami, Florida 33177

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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(b) (6)

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**Ticket: # 1086433 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 3:22:53 AM

**City/State/Zip:** Portland, Oregon 97267

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1086100 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 7:30:01 PM

**City/State/Zip:** Buffalo Grove, Illinois 60089

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1086204 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 8:37:26 PM

**City/State/Zip:** Chicago, Illinois 60638

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1086108 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 7:37:02 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has a monopoly in my area. I have no other choice than to pay \$50 per month for a shitty 10Mb/s download speed and 3Mb/s upload speed, and this usage is capped at a Terabyte before they charge insane overages.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1086129 - Open Internet**

**Date:** 7/14/2016 7:50:40 PM

**City/State/Zip:** Joliet, Illinois 60431

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1086210 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 8:40:14 PM

**City/State/Zip:** Chicago, Illinois 60605

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1086397 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 1:43:51 AM

**City/State/Zip:** Pembroke Pines, Florida 33026

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1086252 - Data Caps on Comcast](#)

**Date:** 7/14/2016 9:23:33 PM

**City/State/Zip:** Bloomington, Illinois 61704

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps in my area due to there being no competition. There is zero reason to have data caps, especially ones added to an agreement I already have. This is both very anti-consumer and goes against what the internet stands for; a free and open society for minds and ideas to flow freely.

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**Ticket: # 1086263 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 9:38:06 PM

**City/State/Zip:** Chicago, Illinois 60646

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1086394 - XXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 1:29:34 AM

**City/State/Zip:** Saint Paul, Minnesota 55106

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1086296 - Comcast data caps and net neutrality**

**Date:** 7/14/2016 10:18:19 PM

**City/State/Zip:** Fox River Grove, Illinois 60021

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1086329 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 11:11:22 PM

**City/State/Zip:** Mckinney, Texas 75069

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1086331 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 11:13:31 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1086333 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/14/2016 11:15:36 PM

**City/State/Zip:** Peoria, Illinois 61604

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1086361 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 12:05:11 AM

**City/State/Zip:** Springfield, Illinois 62703

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1086364 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 12:06:56 AM

**City/State/Zip:** Normal, Illinois 61761

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1086366 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 12:11:41 AM

**City/State/Zip:** Fresno, California 93726

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1086371 - Comcast / XFINITY data cap**

**Date:** 7/15/2016 12:21:50 AM

**City/State/Zip:** Antioch, Illinois 60002

**Company Complaining About:** Comcast

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## **Description**

Comcast / XFINITY is deploying data caps in my area. In the long and cold Illinois winters, I spend much of my leisure time playing online video games and streaming video from Netflix & Hulu. I use Netflix & Hulu because they have the content I want to watch and because I value my ability to make choices as a consumer. I do not have another choice for high speed internet in my area -- Comcast has a virtual monopoly here. Comcast does also not offer "a la cart" television, so I would have to purchase many expensive packages to get the few shows I am interested in.

Limiting my data means I will be forced to spend money on Comcast's very expensive overage charges (\$10 for 50 GB -- about the size of one new video game or 7 hours of 4K video), cancel my Netflix & Hulu subscriptions, or get roped into Comcast's video services. I do not want to use Comcast's video services because it is very expensive and they don't have the shows I want... but I do not have a choice since they are the only high speed internet service available to me and the bandwidth overage costs are outrageous.

Please help me, FCC, you're my only hope!

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**Ticket: # 1086458 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 7:31:08 AM

**City/State/Zip:** Chatham, Illinois 62629

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1086452 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 7:03:34 AM

**City/State/Zip:** Chicago, Illinois 60605

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1086523 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 9:43:00 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1086614 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 10:38:24 AM

**City/State/Zip:** Downers Grove, Illinois 60516

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1086641 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 10:50:29 AM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1086762 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 11:48:01 AM

**City/State/Zip:** Chicago, Illinois 60616

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1087136 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 2:10:19 PM

**City/State/Zip:** Chicago, Illinois 60616

**Company Complaining About:** Comcast

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## **Description**

The FCC passed strong Net Neutrality rules in response to the millions of people who spoke out. The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others.

Now the same telecom companies are creating harmful new schemes that pose a serious threat to the open Internet. For example, Comcast applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps - an unfair, monopolistic practice. This is a textbook case of an ISP abusing its power for its own competitive advantage.

Plain and simple Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

I want freedom of choice for my internet provider, not a single monopoly that controls my content and unfairly caps my data usage. In addition, ISPs should not be allowed to track internet usage and resell their customer's data preferences. Comcast is interfering with these choices. This must stop now.

I ask the FCC to investigate the telecom industry's behaviors and practices, and if found in violation to put an immediate stop to them. It's the FCC's job to protect consumers and regulate the companies from these kinds of abuses. Congress should also make these companies follow the rules and not interfere with the FCC's power to regulate.

Note: for privacy reasons, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1087573 - Comcast Data Caps**

**Date:** 7/15/2016 4:52:54 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast informed me recently that a data cap is about to be imposed on my existing internet plan. As I'm sure you are aware, this is an incredibly anti-consumer move especially since amount of data is not something that affects their operating costs (bandwidth is).

In a market with little or no other option for ISPs, this is incredibly unfair and something needs to be done to protect the rights of consumers until we are allowed to have a choice of ISP in our area.

On a different note, I pay Comcast for access to HBO but am not allowed to use HBO apps so that I'm forced to use Comcast's terrible interface. I'm paying for the service, I should be able to use it freely.

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**Ticket: # 1087962 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 8:33:03 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1087969 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/15/2016 8:44:03 PM

**City/State/Zip:** Naples, Florida 34119

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1088124 - XXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/16/2016 12:23:17 AM

**City/State/Zip:** Seneca, Illinois 61360

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

P.S. Innovation isn't the responsibility of the select few ISPs, and the Internet isn't theirs to regulate and decide who gets preferential treatment! The majority of the intelligent online users and websites that provide new services and innovation DON'T work for them. I believe the Net should be a public utility that no one or even any number of ISPs can own or regulate. ISPs cannot tell government regulators how customers should be treated!

(b) (6)

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**Ticket: # 1088128 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/16/2016 12:32:19 AM

**City/State/Zip:** Portland, Oregon 97219

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1088258 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/16/2016 10:14:40 AM

**City/State/Zip:** Liberal, Kansas 67901

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1088967 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/17/2016 7:51:15 AM

**City/State/Zip:** Dallas, Pennsylvania 18612

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1088541 - XXXXXXXXXXX XXXXXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 7/16/2016 2:51:17 PM

**City/State/Zip:** Chicago, Illinois 60605

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1091400 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/18/2016 9:42:01 PM

**City/State/Zip:** Chicago, Illinois 60632

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1088898 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/16/2016 11:47:56 PM

**City/State/Zip:** Chicago, Illinois 60616

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1089165 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/17/2016 2:43:02 PM

**City/State/Zip:** Cullman, Alabama 35057

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1089466 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/18/2016 12:08:55 AM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1089476 - Comcast - Data cap](#)

**Date:** 7/18/2016 12:33:42 AM

**City/State/Zip:** Streamwood, Illinois 60107

**Company Complaining About:** Comcast

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## **Description**

Comcast has, without our consent or notification, placed a data cap on our account, calling it a "trial" for our area. Decreasing my service, charging me the same, and without my knowledge or consent (it wasn't until I read an article online and looked into it that I even knew this cap was being placed on us), is abhorrent. We have had frequent outages, as well, yet I am still paying an incomprehensible amount of money for less and less service.

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[Ticket: # 1089506 - AT&T Data Cap](#)

**Date:** 7/18/2016 2:16:19 AM

**City/State/Zip:** Sunnyvale, California 94087

**Company Complaining About:** AT&T

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## **Description**

AT&T recently implemented the data cap on it's u-verse users like myself. I find this extremely unpleasant. There should be no limit on the internet usage at home.

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**Ticket: # 1089553 - T-mobile and Pokemon Go**

**Date:** 7/18/2016 8:03:40 AM

**City/State/Zip:** West Bloomfield, Michigan 48324

**Company Complaining About:** T Mobile

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## **Description**

T-mobile is giving Pokemon Go and other services priority over other traffic on cellular data plans. After a user has gone over their data cap all traffic is throttled back except for traffic that they are giving priority access to such as netflix and Pokemon Go that don't get to count against the data cap. This is essentially allowing businesses to buy fast lanes since all other traffic is throttled.

This affects all users of t-mobile is bad for net neutrality and is effectively creating tiered internet access.

Thanks

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[Ticket: # 1090155 - Internet Service Provided by Comcast Has Data Caps; Does Not Provide an Unlimited Data Plan](#)

**Date:** 7/18/2016 1:33:20 PM

**City/State/Zip:** Buford, Georgia 30519

**Company Complaining About:** Comcast

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## **Description**

Data Caps are unreasonable and unlawful. Especially when Comcast is the only ISP serving my area.

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**Ticket: # 1091394 - Cable one and Data Caps**

**Date:** 7/18/2016 9:40:11 PM

**City/State/Zip:** Jerome, Idaho 83338

**Company Complaining About:** Cable One

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## **Description**

Cable One employs data caps, if you go over their set amount of data three times they bump your service to the next tier. I believe this is blatant price gouging. There is no 'finite' amount of Internet data since the Internet is essentially an interconnected amount of networks, there is no way that could run out. And the argument often used in defense of this is equipment usage, this is a red herring argument and has no bearing on data usage.

I believe that data caps in all forms go against net neutrality as it prohibits the customer from using the Internet freely. Providers should implement a different model, such as charging access fees, rather than charging per amount of data usage.

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**Ticket: # 1091578 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/19/2016 6:41:21 AM

**City/State/Zip:** Nederland, Texas 77627

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1092519 - Data Caps**

**Date:** 7/19/2016 2:18:58 PM

**City/State/Zip:** Boise, Idaho 83709

**Company Complaining About:** Cable One

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## **Description**

I submitted a complaint about the 300gb data cap CableOne placed on us last month. They stated I used 325gb of data. I changed our online behavior to stream less, and changed my netflix quality to the LOWEST possible in order to consume less data, and now they are reporting I have used even more data, to the tune of 425gb per month. This is definitely incorrect, they are now forcing me to upgrade my plan and pay more to continue having service. Centurylink does not provide broadband quality service in my area, therefore this is a monopoly using falsified data to force more money out of me due to not subscribing to cable tv. They did not ever respond to my last complaint, despite saying they would.

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[Ticket: # 1093545 - Comcast is enforcing arbitrary data caps](#)

**Date:** 7/19/2016 9:11:56 PM

**City/State/Zip:** Des Plaines, Illinois 60016

**Company Complaining About:** Comcast

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## **Description**

Starting August 1, 2016, Comcast is now enforcing a 1 terabyte per month data cap in the Chicago area. This will likely never increase quickly enough over time to allow for the future of 4K video, virtual reality, and other higher bandwidth using technologies to prosper, thus inhibiting economic growth and consumer choice. This should not be allowed as Comcast has an effective monopoly in most areas of its market and thus is allowed to dictate policy that would otherwise not make it in a truly competitive market. This can also be seen as a violation of net neutrality as Comcast-hosted content won't count toward that data cap, thus encouraging the use of their own services over other competitors, further abusing their monopoly powers.

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**Ticket: # 1093556 - Comcast Data Caps**

**Date:** 7/19/2016 9:17:59 PM

**City/State/Zip:** Chicago, Illinois 60638

**Company Complaining About:** Comcast

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**Description**

Comcast has informed me that in my area they will now be imposing data caps in an effort to solicit more money from it's consumers. When I signed up for my service, there were no imposed data caps. Now there will be, meaning I am receiving worse service for the price I was promised.

This seems like a clear abuse of power since the amount of data used does not correlate to cost. As a graduate with a degree in networking, it is clear to me that Comcast is providing a fundamental misconception to its consumers.

Bandwidth works like a doorway. The larger the doorway, the more people can fit through simultaneously. Higher costs for bigger doorways allow in more people (faster traffic). Comcast is now trying to sell a door and charge extra depending on how many people walk through it per month.

This is especially unfair considering the extremely low amount of options in my area. Comcast is attempting to run a monopoly in my area and adding data caps "just because they can" to try and solicit more money. Price gouging like this should not be allowed, especially in areas where there are not enough alternative/competitive options.

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**Ticket: # 1093848 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/20/2016 9:29:42 AM

**City/State/Zip:** Hastings, Michigan 49058

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1093588 - Data Caps**

**Date:** 7/19/2016 9:34:05 PM

**City/State/Zip:** Colorado Springs, Colorado 80911

**Company Complaining About:** Centurylink

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**Description**

Bandwidth is data over a certain amount of time, and that's what I pay for. 40 megabytes/second down and 20 megabytes/second up. With the data cap in place of 250 Gigabytes it does not matter my speed I am limited to 250 Gigabytes.

Since 250 gigabytes/month is technically a measure of bandwidth, being a measure of data over time, lets do a little bit of math. If we convert gigabytes/month to megabits/second it comes to a minuscule .0965 megabits/second! That means if you download at over .0965 megabits/second for the entirety of the month, you will be fined. That speed is not even allowed to be called broadband.

This is an unfair business practice. It is entirely anti competitive measure to limit what you are already paying for, either to squeeze more money from subscribers or control what subscribers do with with the service that they are paying for.

Data caps need to be eliminated. If Century link does not have the ability to deliver on what is sold then they need to remove those packages that can not meet standards. Century link has done a good job so far providing my internet , but this move for data caps is not a good one.

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[Ticket: # 1093704 - Suddenlink data caps](#)

**Date:** 7/19/2016 11:50:10 PM

**City/State/Zip:** Ward, Arkansas 72176

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink sets an arbitrary limit on the amount of data customers can use. I was notified that if I exceed my data cap 3 times they will charge me \$10 per 10 gigabytes that I exceed my cap. The suggested alternative is to pay them \$10 more per month for a speed increase and an additional 100 gigabytes per month. If broadband access is a utility, they shouldn't limit the speed or data used by customers.

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**Ticket: # 1093705 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/19/2016 11:57:44 PM

**City/State/Zip:** Lees Summit, Missouri 64082

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1093723 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/20/2016 1:13:48 AM

**City/State/Zip:** Renton, Washington 98059

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1093724 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/20/2016 1:14:10 AM

**City/State/Zip:** Renton, Washington 98059

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1093751 - Comcast Data Caps**

**Date:** 7/20/2016 5:04:55 AM

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

**Company Complaining About:** Comcast

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## **Description**

I am extremely unhappy with Comcasts' data cap. When I first signed up they did not enforce a data cap and now have silently begun to enforce the data cap. Now I am in jeopardy of being charged \$10 for every 50 GB I use over my monthly limit of 300 GB.

They have tried to tell me that data caps are to help reduce saturation on the network, but that is not how networks work.

Comcast claims to maintain an open internet but charging on a per GB does not seem like that is so. I feel like I am being extorted.

Please do not let companies like this take advantage of users like us.

Thank you for your help.

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**Ticket: # 1094066 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/20/2016 11:17:49 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1095358 - Centurylink Data Caps**

**Date:** 7/20/2016 6:21:01 PM

**City/State/Zip:** Ocala, Florida 34474

**Company Complaining About:** Centurylink

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## **Description**

Centurylink internet service is enforcing mandatory and unethical data caps for the express purpose of overcharging customers. These caps are not needed for internet traffic regulation and are solely a way of cheating extra money out of their customers, many of whom are in monopoly geographic areas where they cannot choose any other competing ISP service.

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**Ticket: # 1095801 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/21/2016 1:32:58 AM

**City/State/Zip:** Saratoga, California 95070

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1095828 - Data Caps for Centurylink**

**Date:** 7/21/2016 5:09:23 AM

**City/State/Zip:** Maricopa, Arizona 85138

**Company Complaining About:** Centurylink

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## **Description**

Centurylink's data caps are archaic and hurt consumers. Their own site recommended me a 40mbps plan for "4k streaming", yet when the math is done vs their 250gb data cap, i realize that between my daughter, my wife and myself, if we spent only 30 minutes a day watching 4k content, we would almost double the data cap within the month.

This shouldn't be acceptable, how can a company sell a home product with a limitation on it of 30 minutes a day, when we have our 2nd child and they begin using data to watch cartoons, it will reduce our time even further.

Please FCC, help reign in these mega corps that are monopolizing the areas they are in.

Thank you.

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**Ticket: # 1099792 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/22/2016 9:44:02 PM

**City/State/Zip:** New York, New York 10025

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1097865 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/21/2016 10:57:20 PM

**City/State/Zip:** Hobart, Indiana 46342

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1097808 - Data Caps (Data Plan) need to be illegal for Comcast as well**

**Date:** 7/21/2016 10:10:20 PM

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

**Company Complaining About:** Comcast

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## **Description**

The FCC has already ruled that Charter and TimeWarner (and subsidiaries) are not allowed to impose DataCaps on their consumers. The delivery and transport of data does not constitute degradation to existing infrastructure, and as such, increased usage of data does not incur additional costs to the provider. To say that it does, is a blatant lie. Furthermore, offering their own streaming services, not counting against the data cap, while making other streaming services count, is a direct violation of Net Neutrality. The FCC needs to make these DataCaps illegal.

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**Ticket: # 1097861 - Throttling**

**Date:** 7/21/2016 10:54:09 PM

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

**Company Complaining About:** Centurylink

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## **Description**

I have a complaint as well under speed, but I don't know if it belongs here or under that section, so I've decided to post it in both to be sure it is seen by the proper parties.

Centurylink is absolutely throttling my internet connection without any kind of notice or notification of any kind. I work in networking and IT, and I can assure any party involved that I've run the necessary tests to prove that there is throttling. Centurylink has overcharged me and underdelivered over and over again, being down for days or weeks at a time to faulty DSL lines and now intentional throttling with no notice. Companies should never be able to get away with this, it's illegal as of 2015 as I'm sure the FCC already knows. They throttle my traffic to YouTube and they throttle my traffic to anything else they deem is heavy bandwidth. I was told when I signed the contract 1 year ago that there was no data cap, and I don't see any in the contract, so what they're doing is 100% illegal and unethical.

There is absolutely no reason for them to be doing this, if their infrastructure doesn't support it then they shouldn't advertise speeds they can't deliver but still charge customers full price on their bill with all their lovely attached fake taxes and fees. I have kept documentation of many of my interactions with them, almost every single one has been negative, and they always try to pretend that you've never called in and talked to them before about a particular issue. This needs to end immediately for me and all other users who experience this, I'm being illegally charged a bill for throttled internet, companies like Centurylink are unlawful and shouldn't be allowed to compete in the marketplace with illegal business practices. They will likely be dishonest and tell you they aren't throttling me, but they 100% are, and there is proof of them doing this all over the internet to 1000s of users, and there's nothing we can do about it without your help.

Thanks for your consideration and time.

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**Ticket: # 1097883 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/21/2016 11:36:11 PM

**City/State/Zip:** Maitland, Florida 32751

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1097890 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/21/2016 11:41:10 PM

**City/State/Zip:** Cincinnati, Ohio 45255

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1098918 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/22/2016 2:48:30 PM

**City/State/Zip:** Denver, Colorado 80220

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1099554 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/22/2016 6:27:06 PM

**City/State/Zip:** Holmes, New York 12531

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1100660 - Broadband Data Caps](#)

**Date:** 7/23/2016 9:40:50 PM

**City/State/Zip:** Concord, California 94518

**Company Complaining About:** Comcast

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### **Description**

Data caps are unfair competition . Comcast does NOT count data usage for it's own streaming service, but does count data usage from it's competitor, Netflix, Hulu, etc.

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**Ticket: # 1101316 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/25/2016 12:27:09 AM

**City/State/Zip:** Palo Alto, California 94301

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1101576 - Complaint about Comcast usage cap](#)

**Date:** 7/25/2016 10:17:24 AM

**City/State/Zip:** Chicago, Illinois 60609

**Company Complaining About:** Comcast

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## **Description**

I think it is unethical, illogical, and downright greedy for Comcast to implement a 1 terabyte cap on all internet subscribers in Chicago, especially to those who live in areas where Comcast is the only available ISP that offers broadband speeds. This is monopoly, consumers has no options but to pay to get these basic utility.

Internet usage is on the rise across the nation, and it is awful of Comcast put in a data cap limitation that everyone will start hitting a few years down the line as high definition video streaming becomes more and more mainstream.

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**Ticket: # 1104634 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/26/2016 2:35:02 PM

**City/State/Zip:** Windermere, Florida 34786

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1102566 - DATA CAP](#)

**Date:** 7/25/2016 3:44:21 PM

**City/State/Zip:** Griffith, Indiana 46319

**Company Complaining About:** Comcast

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## **Description**

When we started the contract with Comcast, we had no data cap and now Comcast is "trialing" a 1TB data cap per month, unless of course we want to pay MORE for "Unlimited". We already pay a ton of money for this internet, which is supposed to be uncapped. This is unacceptable and needs to be taken care of.

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**Ticket: # 1102852 - "Terabyte internet Experience"**

**Date:** 7/25/2016 5:10:18 PM

**City/State/Zip:** Elmhurst, Illinois 60126

**Company Complaining About:** Comcast

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## **Description**

Comcast/Xfinity have notified us they are capping our internet usage at 1 TB of data. That means the internet we pay to use, from the company that is already notoriously known for it's horrible customer support, is about to put a stranglehold on us. As a software developer, and a consumer, please understand how ludicrous this is. Comcast is already actively throttling connections, and by making us pay more to use the internet (or face \$200 penalties) they are forcing us to change our lifestyle. Data caps like this will cripple our ability to use cloud and streaming services, which are becoming more commonplace every day. Do NOT let Comcast continue rolling out their so called "trial" of data caps. If we allow them to start capping at 1 TB, it will prevent higher quality videos, like 4K from being used, destroy streaming services like Netflix, iTunes, Apple TV, and so many more. Online gaming will become a thing of the past. Their actions are that of a dictatorship, constantly attempting to acquire more power. STOP COMCAST from hindering the adoption and creation of new technologies, from making consumers pay even more than the hundreds of dollars they're already charging us for a poor service. PLEASE.

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**Ticket: # 1104025 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 7/26/2016 11:21:42 AM

**City/State/Zip:** Peoria, Arizona 85381

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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[Ticket: # 1102955 - Comcast](#)

**Date:** 7/25/2016 5:44:54 PM

**City/State/Zip:** Chicago, Illinois 60632

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a data cap in the chicago land neighborhoods. They are trying to limit our open internet by imposing a "cap." I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection. There's no legitimate reason for data caps to exist at all.

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[Ticket: # 1103382 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/25/2016 9:15:16 PM

**City/State/Zip:** Urbandale, Iowa 50322

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1104506 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/26/2016 2:05:23 PM

**City/State/Zip:** Kirkland, Washington 98033

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1104345 - Comcast new Datacap**

**Date:** 7/26/2016 1:17:36 PM

**City/State/Zip:** Danville, Illinois 61832

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am issuing a formal complaint against Comcast Corp for forcefully capping Central Illinois data. As of August 1st 2016, they will be forcing our Comcast users to have a 1TB data cap, and then if go over the data cap, they charge you \$10.00 per 50GB up to \$200, or you can pay \$50.00 to get unlimited data (please see attachment)

I find this to be a way to attempt customers to pay more money to browse the internet, which I personally use for multiple reasons, including work. I have hit the cap multiple times within this last year, by over 500GB+

The internet should be open and free and have no limitation..

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**Ticket: # 1105757 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/27/2016 7:18:38 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Due to the fact that Comcast is the only viable ISP in my area, I feel like they are abusing this monopoly in my home market of Huntington, WV as well as many others across the country.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1105001 - Internet Caps](#)

**Date:** 7/26/2016 4:27:59 PM

**City/State/Zip:** Mchenry, Illinois 60050

**Company Complaining About:** Comcast

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### **Description**

Comcast shouldnt put data caps on any internet service plans. They are just using the monopoly they have get get extra cash out of their customers who have no choice of other providers.

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**Ticket: # 1105043 - XXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/26/2016 4:41:06 PM

**City/State/Zip:** Lindenhurst, New York 11757

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1105445 - XXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/26/2016 7:28:52 PM

**City/State/Zip:** Sinton, Texas 78387

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 1105742 - Data cap is against net neutrality](#)

**Date:** 7/27/2016 4:47:19 AM

**City/State/Zip:** Dallas, Georgia 30132

**Company Complaining About:** Comcast

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## Description

There is still a data cap through my ISP.

The only solution is to remove the data cap.

Data caps are anti net neutrality, and everyone knows this.

Why are these corporations allowed to do whatever they want?

When I signed up **\*\*\*THERE WAS NOTHING IN MY CONTRACT SAYING I HAD A DATA CAP. \*\*** I read the entire thing word for word, so I don't want to hear "it's in ur contracts lol!" it's not, don't lie to me.

The FCC needs to take care of this, because Comcast only brushes me off and claims things that are not true, even in the slightest.

I have **\*\*NEVER\*\*** been informed of any policy changes.

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**Ticket: # 1107258 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/27/2016 5:54:40 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1107125 - Data Caps**

**Date:** 7/27/2016 5:07:32 PM

**City/State/Zip:** Virginia Beach, Virginia 23456

**Company Complaining About:** Cox

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## **Description**

I recently switched from Cox tv service to Playstation Vue service which is provided over the internet. Cox has in turn decided to cap my internet usage which restricts my ability to access a competitors service. I have Cox as my internet provider as that is the only option in my neighborhood. This is completely unacceptable. I tired to save money by cutting my \$100 a month tv service and am now going to have to pay it to Cox anyway in the form of overage charges to their arbitrary data cap.

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**Ticket: # 1107251 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/27/2016 5:54:02 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1107401 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/27/2016 6:47:41 PM

**City/State/Zip:** Toluca Lake, California 91602

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1124826 - Comcast internet service data cap****Date:** 8/6/2016 4:14:50 PM**City/State/Zip:** Grayslake, Illinois 60030**Company Complaining About:** Comcast

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**Description**

Dear sir or madam --

We subscribe to Comcast internet service at home. Last week, we received a letter from Comcast stating that they would be imposing a one-terabyte data cap. This data cap is what I am filing my complaint over, for several reasons:

First, and most basically, this is a (large) back-door price hike, since Comcast will either charge overages, or offers to charge you an extra fee to avoid them.

Second, I believe this is an attempt to skirt the spirit, if not the letter, of network-neutrality and open-internet regulations. Our household watches streaming video from Netflix, which is a direct competitor to Comcast's cable television service, to which we do not subscribe. By imposing a data cap, Comcast is effectively charging consumers who use a competitor to their product. Equivalently, they could use some form of zero-rating to force their competitors to pay them for not counting their data against arbitrary caps. I strongly suspect that imposing a data cap is an attempt to push internet customers into subscribing to Comcast's television service.

Third, I am concerned about the deceptive behavior of Comcast (among other ISPs) with regards to data caps. For a long time they claimed these were necessary to manage network congestion, only to later admit that there was no such congestion issue, and that the caps were intended to raise revenue. (1) This history is a factor in my suspicions about the previous point.

Fourth, I am concerned because I have seen many reports in the press about Comcast tracking data usage inaccurately. (2) As such, I think it quite possible that I will be charged overages in error. Finally, I am complaining because the poor state of competition in the wired broadband industry harms me as a consumer. The only other option for wired broadband in our area is AT&T. AT&T also imposes data caps, and also has a pay-television service to push their subscribers towards. Our household once subscribed to AT&T DSL, and we switched to Comcast when AT&T began imposing data caps. We did this precisely to escape said caps - in addition to all our other internet usage, we are happy with internet streaming and don't want to subscribe to either company's pay-television package. Given that both sides of the local duopoly now impose caps, I can't vote with my feet - there are no other competitors that I can switch to. And many Americans, of course, aren't even that lucky, having one monopoly provider.

Given that the FCC has already acted against the anti-consumer practice of imposing data caps in the merger of Time Warner Cable and Charter Communications earlier this year, for reasons similar to these, I think it entirely inappropriate for a wired broadband provider to be imposing a data cap.

(1) See for instance <https://www.engadget.com/2015/11/08/comcast-caps-not-about-congestion/> and <https://www.washingtonpost.com/news/the-switch/wp/2014/07/29/how-data-caps-could-reshape-the-economics-of-the-internet-again/>

(2) For example, <http://www.geekwire.com/2015/report-comcast-data-caps-result-in-more-than-13000-fcc-complaints-including-questions-about-accuracy/>

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**Ticket: # 1107609 - Data Caps**

**Date:** 7/27/2016 8:53:59 PM

**City/State/Zip:** Cleveland, Ohio 44131

**Company Complaining About:** Cox

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## **Description**

My cox communications plan was changed on me to include a 700 gigabyte data cap. I was never notified of this change. They conveniently throttle my download speeds and intend to charge me extra. Whenever I run a speed test, I never receive a fraction of what I'm paying for. Conveniently, whenever I run their official speed test, it always does twice as well as other speed tests. Even by their massively inflated speed test's standard, I'm not even receiving 20% of what I'm paying for.

My upload speeds prove that it is not my router that is slow and it is not the websites I'm visiting. My download speeds are slow because they are reducing them. My router can handle higher speeds, but they are throttling what I am receiving.

They have increased my monthly fee, limited my service in both speed and size, they literally have an illegal monopoly in the area. These are bits being sent over wires, it's not water or gas. This isn't a consumable resource, you put up some wires, then you keep the wires up.

This is insane. Monopolies are literally illegal in Ohio, yet, they have a literal monopoly for my city and most of the area. I have actual proof of that my download speeds are being limited and my upload speeds are fine. That my router is capable of handling more than 2 Mbps. Why can't anyone do anything about this. Everything about this is completely illegal.

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**Ticket: # 1107873 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/28/2016 8:33:40 AM

**City/State/Zip:** Long Beach, New York 11561

**Company Complaining About:** Verizon

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## **Description**

I support the open Internet and the strong Net Neutrality rules enacted by the FCC in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1107913 - Data Caps**

**Date:** 7/28/2016 8:57:07 AM

**City/State/Zip:** Round Lake Beach, Illinois 60073

**Company Complaining About:** Comcast

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## **Description**

While resolving a billing issue, the Comcast representative mentioned that data caps had been increased in my area. I think I was supposed to feel grateful for this increase, but I am entirely opposed to data caps on broadband internet. I am limited by speed, and pay for the speed I want. I should not also pay for total data used.

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[Ticket: # 1108859 - Comcast Data Cap](#)

**Date:** 7/28/2016 2:23:11 PM

**City/State/Zip:** Chicago, Illinois 60646

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently implemented a 1TB monthly data cap on their users in the Chicagoland area. I regularly go over 1TB from regular usage -- streaming TV shows and downloading games being the heaviest usage.

They're gouging users for going over an arbitrary limit, and there is no other option I can choose for a cable provider for my home.

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**Ticket: # 1109009 - Exede Internet**

**Date:** 7/28/2016 3:09:58 PM

**City/State/Zip:** Fort Valley, Georgia 31030

**Company Complaining About:** Exede/viasat/wildblue

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## **Description**

If you go over Exedes extremely low data caps, they slow you down to unusable speeds. You can't even load web pages. They then offer to let you pay your way back into the fast lane. I don't see how this doesn't violate Net Neutrality rules. I currently pay over \$80 a month for their service and have one day a month when my internet speeds are acceptable. I am not the only consumer that is having this issue with Exede. If you look at the reviews of their service online, you can see that there is a definite problem with this company.

I also have concerns that some of my tax money has gone to this company via federal funding.

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[Ticket: # 1109385 - Comcast starting data cap trial, no options for other internet providers in my area](#)

**Date:** 7/28/2016 5:11:23 PM

**City/State/Zip:** Stevensville, Michigan 49127

**Company Complaining About:** Comcast

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## **Description**

I received a letter in the mail from Comcast saying that they were going to start a trial for their new "data usage plan" in my area. I feel that is already frustrating enough because it has been proven before that data caps are not necessary for them to put in place. My monthly average usage has never been over the cap, but if I ever do go over the data limit, it's an extra \$10 for every 50 gigabytes. Which is not a lot of data. I feel it is unfair just from that alone. So I was considering trying to switch to a different company that offers a more fair service to use, but unsurprisingly I have no options around here because as usual, Comcast has a monopoly on the community I live in. It wouldn't be so bothersome if there was any room for competition that makes them stop doing these unfair practices, but I either pay Comcast for their stunts like this for internet that I have to have for my fiancée's schoolwork that she has to send in over the internet and countless other things I need internet for, or have none at all.

The solution, ultimately, I would like to see is that we can have more options for ISPs in the near future in order to provide competition for Comcast and other companies like AT&T and make them not to use a method of business that stems purely from corporate greed and has no scientific or otherwise basis whatsoever. It's bad enough that we have to deal with practices such as these, but also have no other option than to just take it.

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[Ticket: # 1109877 - Data Caps](#)

**Date:** 7/28/2016 9:33:53 PM

**City/State/Zip:** Schaumburg, Illinois 60173

**Company Complaining About:** Comcast

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## **Description**

Comcast started a data cap that was not necessary. I have never had my home internet limited and this is straight robbery! I called them and was told for 50 dollars a month I can be protected from it. From what?! Them?! This is like a mafia shake down. There was never a data cap prior to this, now we pay more to avoid this new feature... This can't possibly be legal.

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**Ticket: # 1109938 - Verizon's shady and scammy business practices following the Unlimited Data Plan disconnects**

**Date:** 7/28/2016 11:01:45 PM

**City/State/Zip:** Freedom, Wisconsin 54130

**Company Complaining About:** Verizon

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**Description**

1. Verizon is sending letters in the mail to customers who have the Unlimited Data plan who are using an "extraordinary amount" of data. This means that the Unlimited Data plan is not actually unlimited. This is an absolute and direct violation of 47 CFR 27.16 (b) Use of devices and applications. Licensees offering service on spectrum subject to this section shall not deny, limit, or restrict the ability of their customers to use the devices and applications of their choice on the licensee's C Block network
2. After numerous phone calls and online chats, Verizon will not explain what this data cap is, or exactly how much an "extraordinary amount" of data is. This essentially creates a trap for customers with unlimited data plans that would like to avoid getting a disconnect notice. Customers are not even given a chance to adjust their data consumption. Customers have assumed that Unlimited Data meant unlimited, and therefore have been using their plans as such.
3. Verizon has had literally zero communication on this change and is being deceptive.
4. Customers who live in rural areas that absolutely are not congested or slow by any stretch of the imagination, and have no other access to the internet are receiving these disconnect notice letters

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[Ticket: # 1109939 - Comcast Data Caps](#)

**Date:** 7/28/2016 11:02:08 PM

**City/State/Zip:** Saint Joesph, Michigan 49085

**Company Complaining About:** Comcast

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## **Description**

Comcast has started to implement data caps. The only reason they have done this is too make more money( because a 90% profit margin isn't enough!!!). Please force them to stop for the sake of people all around this great country.

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**Ticket: # 1111982 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 7/30/2016 9:22:08 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19111

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1114568 - Comcast Data Caps**

**Date:** 8/1/2016 3:53:50 PM

**City/State/Zip:** Crown Point, Indiana 46307

**Company Complaining About:** Comcast

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## **Description**

I work from home and have ONE other choice for internet, which cannot provide the speeds I need for to run my business. I purchased a modem myself so I could save rental fees from Comcast, but now they want to start charging me extra for bandwidth usage. Had I known this would happen, I would have never signed a multi-year contract with Comcast nor purchased a modem myself.

The letter/emails are deliberately deceptive. This is clearly not a "trial" as Comcast says, since every data cap "trial" for other areas has never ended. And instead of calling it a data cap, it is called a "Terabyte Internet Experience." This crosses the line from marketing into lying.

On top of that, they claim 1TB of data uses ~700 hours of HD video? False. Try 300-400hours and that's not even considering 4k

They're playing a long-con here saying, "You don't need this much data RIGHT NOW," knowing full-well that everybody WILL need that much data in a few years. Especially if they want to get rid of cable TV in favor of better internet-based options.

If Comcast wants to charge per GB, great. Then people who use 1GB should pay for 1GB. But they're not. Comcast wants to have their cake and eat it too. They want to charge excessive rates for basic internet, overcharging low-usage customers while also adding extra charges for high-usage customers.

Unfortunately, I don't have a choice. I either have to move, quit my business, or keep paying Comcast whatever they want to charge me.

I have no choice, so it's up to the FCC to step in. The internet is a utility. I'm already paying an excessive amount for my internet access and there is NO competition in my market. Please stop the data caps

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[Ticket: # 1112200 - XXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/30/2016 1:01:49 PM

**City/State/Zip:** Plantation, Florida 33324

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1111913 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/30/2016 2:35:21 AM

**City/State/Zip:** Deerfield, Illinois 60015

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

My subscriptions to Netflix and Amazon Prime are virtually useless due to broadband limits placed upon access to those paid services that bars, slows or stops shows during viewing. I am forced to use Comcast owned channels and entities as a result. My TiVo lifetime subscription access is also limited in an effort to force me to abandon TiVo Services for a Comcast DVR.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them to improve their chances at securing a monopoly or oligopoly. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1124256 - Data Caps**

**Date:** 8/5/2016 10:31:46 PM

**City/State/Zip:** Baker City, Oregon 97814

**Company Complaining About:** Centurylink

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### **Description**

Got another data cap warning on my Centurylink 20mbps internet when there aren't supposed to be data caps on internet anymore.

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**Ticket: # 1112461 - Comcast XFINITY Data Caps****Date:** 7/30/2016 4:43:08 PM**City/State/Zip:** South Bend, Indiana 46613**Company Complaining About:** Comcast

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**Description**

Comcast is instituting data caps in my area, for no sound reason other than to artificially cap something that costs them fractions of a penny to provide in order to squeeze more money out of consumers that utilize their services. Both residential providers in my area now have data caps, so I have no options that are unrestricted due to the duopoly in my area. AT&T and Comcast should be reprimanded for and banned from creating these profit-increasing maneuvers in areas where they have a choke-hold on the market like here in South Bend, Indiana. I use Netflix, Hulu, YouTube, and HBO Go extensively, and Comcast is punishing cord-cutters like me because I give my streaming business to companies that provide much more content per dollar than they offer with cable. With a usage cap, I am now at risk of not being able to fully utilize the services I pay for with Netflix and the like, because those services are provided access and bandwidth through a company that competes with them aggressively, as evidenced by the new data caps. Google Fiber provides much higher bandwidth at lower costs in the areas it serves, without caps. Other companies in my state and neighboring states, such as:

Auburn Essential Services in Auburn, Indiana

Bryan Municipal Utilities in Bryan, Ohio

Holland Board of Public Works in Holland, Michigan (Gigabit!)

iLines Internet in Lebanon, Indiana

Coldwater Board of Public Utilities in Coldwater, Michigan

All of these providers do NOT have data caps on their customers, and most of them charge less and/or provide faster service than what I pay with Comcast. I have included a screenshot of my usage this month so that you can see this doesn't affect just the 1% of users as they claim, but is an outright assault on many lower and middle-income customers like myself who can't afford or don't find desirable the products that are excluded from these data caps, like their own self-branded television and streaming services.

<http://customer.xfinity.com/help-and-support/internet/common-questions-datapolicy>

Please stop these huge corporations that have gobbled up smaller competitors from abusing their monopoly/duopoly status in communities like mine in South Bend by forcing arbitrary, cash-grabbing data usage caps on residential customers who have no other choices for high speed internet.

Thank you.

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[Ticket: # 1112720 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 7/30/2016 11:17:54 PM

**City/State/Zip:** Indianapolis, Indiana 46229

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1112811 - New ATT home internet data cap**

**Date:** 7/31/2016 9:30:48 AM

**City/State/Zip:** Janesville, Wisconsin 53548

**Company Complaining About:** AT&T

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## **Description**

This month is the first I've seen a data cap placed on my High speed home internet that I've had for about 12 years now. They set the cap pretty low in my opinion where they try to force you to drop Netflix (which you can watch anything any time) and purchase their next higher package or add their TV package (which you can only watch during the time the show airs. Most of the time there is nothing I care to watch on regular TV when I do finally have time anyway) back on at a higher price. Home internet should be unlimited data regardless of the speed, and not have to be linked to a TV bundle to qualify for it. They already slow your speed down after 22GB and now they want to shut you down after 300GB or force you to a higher priced package.

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**Ticket: # 1112978 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 7/31/2016 2:05:56 PM

**City/State/Zip:** Tuscaloosa, Alabama 35406

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1113103 - Wave broadband data cap](#)

**Date:** 7/31/2016 4:50:33 PM

**City/State/Zip:** Camano Island, Washington 98282

**Company Complaining About:** Wave Broadband

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## **Description**

I am a cord cutter that works from home. I am paying 300 a month for internet now because wave broadband caps data. Just to watch a 480p music video on YouTube can take 100mb of data. Couple that with a family of 5 utilizing platforms like Netflix, crackle, amazon, Hulu, etc, monthly data consumption can go through the roof. Data caps are just a way for companies to backdoor net neutrality laws. THIS MUST STOP.

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[Ticket: # 1113119 - Data cap](#)

**Date:** 7/31/2016 5:35:49 PM

**City/State/Zip:** Nashville, Tennessee 37214

**Company Complaining About:** Comcast

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### **Description**

Comcast has a data cap on their Internet, making it impossible for people who stream tv to afford.

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**Ticket: # 1113392 - XXX XXXXXX's XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/1/2016 4:03:00 AM

**City/State/Zip:** San Diego, California 92129

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1113520 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/1/2016 9:28:03 AM

**City/State/Zip:** Clemson, South Carolina 29631

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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(b) (6)

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**Ticket: # 1113695 - Company has unreasonable data cap for todays needs for internet**

**Date:** 8/1/2016 10:56:16 AM

**City/State/Zip:** Meridian, Idaho 83646

**Company Complaining About:** Cable One

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## **Description**

Cableone has had unreasonable data caps for today's connected internet environment for years and makes you pay for there higher data plans. Just a way for them to charge unreasonable amounts of money for higher data caps.

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[Ticket: # 1115425 - Comcast chicago data cap](#)

**Date:** 8/1/2016 10:43:54 PM

**City/State/Zip:** Chicago, Illinois 60651

**Company Complaining About:** Comcast

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### **Description**

Comcast/xfinity is reducing my service at the same cost by emacting a 1 tb data cap.

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**Ticket: # 1114047 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/1/2016 1:11:11 PM

**City/State/Zip:** San Jose, California 95128

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1114051 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/1/2016 1:12:26 PM

**City/State/Zip:** San Jose, California 95128

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1114577 - XXXXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 8/1/2016 3:56:00 PM

**City/State/Zip:** Barrington, Illinois 60010

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1114588 - Comcast Data Cap**

**Date:** 8/1/2016 4:01:01 PM

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

**Company Complaining About:** Cox

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## **Description**

Hello there,

I am a comcast customer for the past few months, and without any warning, I just received an email, letting me know that they had changed my plan for this month, and that it now includes a data cap.

This is something that I did not agree to, and something I continue to not agree to.

If anything this is blatant corporate bullying.

Thank you for your time,

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**Ticket: # 1114606 - XXXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 8/1/2016 4:05:47 PM

**City/State/Zip:** Crystal Lake, Illinois 60014

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Thank you,

(b) (6)

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**Ticket: # 1114624 - Comcast is deceiving users by forcing them to be apart of a bullshit trial as an excuse them to milk more money from its customers**

**Date:** 8/1/2016 4:12:38 PM

**City/State/Zip:** Lake Villa, Illinois 60046

**Company Complaining About:** Comcast

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## **Description**

243\$ a month aint enough for comcast's greedy asses, they want to force chicago to be apart of the data cap trial after 2012 announcing that they had no plans in the future to do so and now are forcing users to be apart of this trial or pay 50\$ for its freedom. This is unlawful and I wont stand for this treatment from comcast. these caps are not fair, they ar enot needed and it is just an excuse for them to make more money. Washington is suing them and i hope you do to fcc. When I signed up for their quadplay i never recieved info about data caps neither did i recieve info about data caps except out of the blue by reading a news article. Comcast thinks that they can get away with it but I wont let them YOU DAMN GURANTEE THAT. And comcast if you are reading this dont bother calling me to explain your bullshit money grabbing scheme to me, I want you to only call me if you decide to give me back my rights that you violated.

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**Ticket: # 1114734 - Comcast is breaking the rules, and the FCC should put a stop to it!**

**Date:** 8/1/2016 4:43:07 PM

**City/State/Zip:** Crystal Lake, Illinois 60014

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1114743 - Comcast usage prices](#)

**Date:** 8/1/2016 4:45:16 PM

**City/State/Zip:** Mishawaka, Indiana 46545

**Company Complaining About:** Comcast

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## **Description**

just a year back high speed cable was \$50 a month, last year they increased it to \$90 a month. Starting today I also get to enjoy having a data cap imposed on my family, so they can stop watching netflix, hulu, and youtube, or playing games from steam. Or I can pay another \$50 extra a month and be safe, or they will charge up to \$290 a month if I don't take their flat \$140 a month rate hike if I don't personally make sure no one watches more than 1 movie every X-days. There are no other cable providers in the area. Last detail, I did the math, if I put a limit on my router at 300MB a second, it'll be safe for a month, that's 33 times slower than the rated speed.

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**Ticket: # 1114912 - Comcast/Xfinity Data Caps****Date:** 8/1/2016 5:41:35 PM**City/State/Zip:** Chicago, Illinois 60615**Company Complaining About:** Comcast

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**Description**

I'm writing to complain about Comcast/Xfinity's recent implementation of a one terabyte data cap in Chicago. I believe that this is a thinly veiled money grab. While one terabyte of data might be considered generous now, as technology changes and evolves, that likely will cease to be the case. I don't think internet service providers have the best interests of their users at heart, but rather their stockholders and, therefore, can't be trusted to make judgments on how much data should be allocated to their users. The only surefire way around this is for all data plans to offer unlimited data to users. The issue of data caps is further troubling because there is a lack of competition in the area. Comcast/Xfinity is the only provider of broadband in my neighborhood offering service at acceptable prices and speeds. Their virtual monopoly leaves me with no acceptable substitution.

Thanks you for your consideration,

(b) (6)

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**Ticket: # 1115052 - Comcast Imposing 1TB Bandwidth Cap**

**Date:** 8/1/2016 6:48:23 PM

**City/State/Zip:** Grayslake, Illinois 60030

**Company Complaining About:** Comcast

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## **Description**

I recently received an email from Comcast that they started imposing a 1TB a month data cap. In my opinion, this move is a gross violation of Net Neutrality.

Comcast currently explains that less than 1% of subscribers use more than 1TB a month, and while I am currently not using that much right now, I currently subscribe to several different streaming video services that compete directly with Comcast's own video distribution services. As the quality of streaming video increases, so does the amount of bandwidth necessary to enjoy the content.

To give you an idea, currently Netflix explains that Ultra HD content has a data rate of 7GB per hour, which when you spread that out over a month, means that if you stream for more than 5 hours a day, you are over that 1TB cap. This doesn't even take into account multiple people streaming multiple videos simultaneously in your average household.

With more and more people starting to get their entertainment through competing streaming service, Comcast is positioning themselves to get you to purchase their video services instead in order to not pay for additional bandwidth.

With generally one or two options for broadband internet service available in any given area, competition is scarce, and until Comcast follows the net neutrality guidelines set in place by the FCC, this situation will only get worse.

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[Ticket: # 1115092 - Comcast Data Cap](#)

**Date:** 8/1/2016 7:05:30 PM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** Comcast

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## **Description**

I believe that the data caps that is starting to be imposed to Comcast users is unlawful.

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[Ticket: # 1115441 - Data Caps](#)

**Date:** 8/1/2016 11:00:46 PM

**City/State/Zip:** Chicago, Illinois 60608

**Company Complaining About:** Comcast

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### **Description**

data caps implemented by comcast are anti business and anti consumer. i hope and expect the state to end these unfair business practices.

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[Ticket: # 1115499 - Data cap](#)

**Date:** 8/2/2016 12:20:36 AM

**City/State/Zip:** Island Lake, Illinois 60042

**Company Complaining About:** Comcast

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## **Description**

Opening the door to data caps could lead to issues with an open web. The limit seems fair but can always be lowered once it's established. With multimedia requiring more and more data over the years it's only a matter of time till the caps catch up to the average usage.

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**Ticket: # 1115502 - Comcast Data Caps (Chicago, IL)**

**Date:** 8/2/2016 12:22:52 AM

**City/State/Zip:** Chicago, Illinois 60631

**Company Complaining About:** Comcast

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## **Description**

I received my notice from Comcast detailing the reduction in my services (a terabyte data cap) without a reduction in price. I no longer have unlimited data and have no other viable options. AT&T is the only other option in my area and the best speeds they could offer (at a higher price, mind you) were 300kbps down and I think 10kbps up, which is pathetic/almost useless to me.

I believe in net neutrality and though the FCC has a not so stellar record on this matter ([http://www.pbs.org/cringely/pulpit/2007/pulpit\\_20070810\\_002683.html](http://www.pbs.org/cringely/pulpit/2007/pulpit_20070810_002683.html)) I would really like for the rules to be enforced. Please stop the money grubbing ways of these monopolistic ██████████. - Signed, America.

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**Ticket: # 1115532 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/2/2016 1:13:20 AM

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

**Company Complaining About:** Comcast

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## **Description**

Restricting access to content is morally equivalent whether it's done with technology slowing you down, or economics steering you away. sponsored data (or zero-rating) combined with data caps are no different than blocking competing content providers. please enforce the SPIRIT of the neutrality rules set last year. you're not going to lawyer a social movement... we'll just keep coming back till all the loop holes are fixed.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1115510 - DATA CAP**

**Date:** 8/2/2016 12:38:27 AM

**City/State/Zip:** Chicago, Illinois 60634

**Company Complaining About:** AT&T

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## **Description**

at&t uses data caps on their U-Verse Internet service which should be banned its not right . Internet isn't like water Internet bandwidth doesn't get consumed from a pool that needs to be renewed. It technically doesn't matter whether I use 100GB or 1000GB a month, it only matters how fast it's going to get here. If the systems can easily handle say, 200GB/s throughput, then the cost to the backbone is the same whether everyone is using 50GB/s or 190GB/s throughput.

the data cap is 1TB i dont think we will go over that but their shouldn't be a cap in the first place

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[Ticket: # 1115610 - Comcast Data Cap](#)

**Date:** 8/2/2016 8:18:31 AM

**City/State/Zip:** Chicago, Illinois 60639

**Company Complaining About:** Comcast

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### **Description**

In Chicago, Comcast has imposed a 1 terabyte per month data cap. With no other broadband internet services in my area, I am forced to deal with Comcast and their shady practices.

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[Ticket: # 1115786 - Comcast data caps](#)

**Date:** 8/2/2016 10:01:33 AM

**City/State/Zip:** Chicago, Illinois 60630

**Company Complaining About:** Charter

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## **Description**

Had Comcast Internet for several years now. They have now put data caps in my area. Internet is a utility and there is no reason for there to be caps on data. It doesn't cost Comcast more money if someone uses more data, and it shouldn't cost me more either.

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**Ticket: # 1115984 - Comcast Xfinity Chicago Data Cap**

**Date:** 8/2/2016 11:22:20 AM

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

**Company Complaining About:** Comcast

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## **Description**

I pay over \$80 a month to the Comcast Xfinity corporation and they have now started to impose data caps on 1 terabyte per household, if you go over, then you will be fined up to \$200. I purchased unlimited internet and now they are reducing the service, without reducing the price. It is not in their interest to judge fairly and therefore it should be left unlimited as a consequence. Comcast has a near monopoly in Chicago. If I want 50mbps+, Comcast is my only option since AT&T only delivers up to 5mbps in my area and RCN does not service my location. Please help us, whether it be forcing Comcast to end the cap or assisting Google Fiber in coming to Chicago

Thank you FCC

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**Ticket: # 1116056 - Abuse of monopoly power**

**Date:** 8/2/2016 11:57:36 AM

**City/State/Zip:** Flagstaff, Arizona 86005

**Company Complaining About:** Sudden Link

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## **Description**

Hello - our local cable provider is the only vendor to provide high speed internet access in our area. They also provide cable TV and phone service.

Because we choose only to purchase high speed internet from them, we are effectively penalized for choosing alternative IP based TV and phone services because they impose completely arbitrary data caps on their internet service.

It is an uncontroversial fact that broadband providers do not incur any additional costs for unmetered use, except for a tiny minority of customers who use far more data than the vast majority, yet in our regular use we routinely incur overage charges just for watching TV and phone via broadband. This is especially egregious since cell phone service is not available at our address.

The only other internet provider in our area is DSL based and was both slow (not high speed) and very unreliable.

I believe that the FCC has an obligation to stamp out these clear monopoly abuses which exist only to force customers to purchase additional services or be penalized financially simply because they are not subject to competition.

In areas where no meaningful competition exists, high speed internet providers should be regulated far more tightly, monitored closely and be required to have their rate plans approved by the FCC to put an end to these expensive abusive practices.

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**Ticket: # 1116087 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/2/2016 12:03:53 PM

**City/State/Zip:** Palatine, Illinois 60067

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1116091 - Comcast Data Cap in Chicago**

**Date:** 8/2/2016 12:04:15 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast

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## **Description**

I think it is unacceptable for Comcast to add data caps to their consumers in Chicago, IL. Even though these data caps are very high and only less than 1% of users hit it according to Comcast, these caps are in place to get consumers used to them and when more people are consuming 4k content in the next few years everyone will be paying more for the same service and also getting overage fees very often because of the data used for 4k content.

Comcast clearly wants to prepare for the future to charge customers more money. It is a fact that the cost to maintain their existing network drops significantly every year yet they want to charge customers more money for the same service.

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[Ticket: # 1120007 - Comcast Data Caps](#)

**Date:** 8/3/2016 9:39:53 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented Data Caps in Chicago as of last month. This infringes on internet freedom and net neutrality.

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**Ticket: # 1116817 - Chicago Comcast Data Caps****Date:** 8/2/2016 3:25:52 PM**City/State/Zip:** Chicago, Illinois 60615**Company Complaining About:** Comcast

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**Description**

These data caps are completely contrary to what open Internet should be. It is a cash grab by a corporation who cares nothing more than to find new ways to squeeze revenue from customers who are already over encumbered by fees for their service.

This latest move by Comcast is only enacted due to the near-criminal monopoly they have in the a majority of the area. Without choice, Comcast can enact whatever poor policy it feels will further fleece its customers. At what point does the FCC actually do something in these situations? Or will it idly sit by and watch customers be robbed of their hard earned money, up to \$200 at a time or \$50 extra on top of an already exorbitant pricing scheme? Many politicians including the President himself, feel the Internet should be titled a utility due to the unquestionable move to higher fidelity media. This cap as it stands now is more a punishment for those who no longer wish to be tied to cable packages with only a few channels they're interested in; but this cap not only serves to punish chord cutters, it's also affecting customers who are shackled into these "triple play" plans. Skyrocketing an already \$179 bill well into the near \$300 range.

Unless something is done about this in a timely fashion, the future Internet will be akin to the prison phone system with exorbitant fees for even the smallest data usage.

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[Ticket: # 1116843 - Comcast Data Caps](#)

**Date:** 8/2/2016 3:35:21 PM

**City/State/Zip:** Chicago, Illinois 60660

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps in the Chicago area have gone into effect. They are a meaningless tool meant to make money for the provider and have no real purpose other than to penalize heavy internet users. The internet should be open and free. There is no "shortage of data" that we are approaching. These caps only benefit the provider with no benefit for the consumer. They should be outlawed and prevented as soon as possible.

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[Ticket: # 1117003 - Chicago Comcast Internet Data Caps](#)

**Date:** 8/2/2016 4:10:56 PM

**City/State/Zip:** Chicago, Illinois 60612

**Company Complaining About:** Comcast

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## **Description**

I'm writing to complain about the new comcast xfinity internet data caps that have been instituted in Chicago as of 8/1. The cost of internet in america is significantly higher than other nations, and with a literal monopoly over my area, Comcast can charge anything they want, especially with the anti-competitive practices they've put into place with the local governments.

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**Ticket: # 1117138 - Comcast Chicago Data Cap Implementation****Date:** 8/2/2016 4:46:27 PM**City/State/Zip:** Chicago, Illinois 60659**Company Complaining About:** Comcast

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**Description**

The recent Data Cap Implementation in Chicago, alongside other cities, is nothing short of exploitation of the fact that Comcast is the only available service in many areas of Chicago. Though Comcast would have its customers believe otherwise, these are most certainly data caps aimed at charging customers more than others for reaching a non-existent limit on data. They argue this is an issue of traffic congestion. This data cap and its coinciding overage fees are not a matter of congestion if Comcast is willing to charge these fees and continue providing service regardless.

This allegedly has already been confirmed from a company email I'm certain you've already come across. We can easily infer that these limits have been set primarily for revenue rather than any kind of fairness in mind. While 1 Terabyte of data seems generous, data usage increases every year, and this precedent Comcast has set for itself may easily be much less flexible in the future.

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[Ticket: # 1117229 - Comcast data cap](#)

**Date:** 8/2/2016 5:06:16 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted a data cap on my internet service. They are exploiting their monopoly of high speed internet in my area. It is unfair to allow Comcast to judge what fair use is when it is in their interest to minimize bandwidth use.

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[Ticket: # 1117247 - Data Caps Introduced by Comcast](#)

**Date:** 8/2/2016 5:11:57 PM

**City/State/Zip:** Downers Grove, Illinois 60515

**Company Complaining About:** Comcast

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## **Description**

Comcast is introducing data caps in more and more areas. Data caps are unfair to those who use the internet to its full extent and should not be implemented for the benefit of a company and at the possible expense of the customer. As Comcast has a monopoly in many areas of the United States, consumers have no choice but to get access to the Internet through a company that uses unfair data caps. Protest by using another ISP is virtually impossible in many areas of the United States, therefore Comcast and other ISPs should not be allowed to implement data caps that are unfair to consumers.

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**Ticket: # 1117335 - Data Caps**

**Date:** 8/2/2016 5:41:12 PM

**City/State/Zip:** Chicago, Illinois 60632

**Company Complaining About:** Comcast

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### **Description**

The introduction of data caps while I'm already being gouged in terms of pricing. Monthly bill price was recently increased, along with data caps being introduced in my area.

I'm paying for bandwidth, not to have a datacap and have my prices raised again in 6 months. This is ridiculous.

There are no other viable providers in my area; either comcast or buy a cell phone data plan.

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**Ticket: # 1117744 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/2/2016 9:42:14 PM

**City/State/Zip:** Waterford, Michigan 48327

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1117739 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/2/2016 9:38:19 PM

**City/State/Zip:** Pennington Gap, Virginia 24277

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1118524 - Comcast/Xfinity Internet - 1 Terabyte Data Caps**

**Date:** 8/3/2016 12:41:59 PM

**City/State/Zip:** Chicago, Illinois 60613

**Company Complaining About:** Comcast

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## **Description**

I would like to file a official complaint in regards to the recently implemented 1 Terabyte Data Cap within the City of Chicago to all new and existing users who are currently locked into a contract with Comcast. I would never have agreed to their terms of service with the knowledge that I would be subject to an unjustifiable data cap. I believe that it is a very unethical attempt at increasing revenue at the expense of their customers. I believe that it should be illegal for any and all ISP's to implement data caps.

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[Ticket: # 1119787 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 8/3/2016 6:57:23 PM

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

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1119655 - FCC IC File Number: 1073156**

**Date:** 8/3/2016 6:04:31 PM

**City/State/Zip:** Naperville, Illinois 60565

**Company Complaining About:** Comcast

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## **Description**

I reject the response provided by Comcast Customer Security Assurance due to the fact their explanation regarding their usage-based billing approach trials for it is untrue and misleading. The simple outcome of their so called "usage-based billing" is: 1) Fact # 1, current users with unlimited data usage, will start paying additional \$10.00 for each 50 GB block of data over the newly defined data cap of 1 TB. The fact is, these users future bills after the end of July 2016, will not save a single penny, but rather they are open for more charges. Fact # 2, current users who currently have unlimited data usage, but could exceed 1TB monthly usage cap, their bill effective Aug 1st. 2016 can easily increase by \$200.00. The response sent by Comcast does not provide a shred of evidence of not violating the spirit of Net Neutrality. Therefore, I demand the FCC to conduct its due diligent investigations in to Comcast so called "usage-based billing" trials, and determine the financial impact on consumers.

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[Ticket: # 1119723 - "Unlimited" data plan is capped with overage fees](#)

**Date:** 8/3/2016 6:30:17 PM

**City/State/Zip:** Morton Grove, Illinois 60053

**Company Complaining About:** Comcast

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## **Description**

Comcast is possibly violating Net Neutrality violations and has forced me into a new data plan with overage fees and data caps.

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**Ticket: # 1119758 - Comcast Data Caps**

**Date:** 8/3/2016 6:40:58 PM

**City/State/Zip:** Countryside, Illinois 60525

**Company Complaining About:** Comcast

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## **Description**

Recently, Comcast has decided to implement data caps on internet in my area. This goes against the free and open values that are the building block of the information highway. Also, at no point is Comcast offering a discount for those that use less than what is 'allowed'. If Comcast thinks it is ok for me to watch TV all day, then it should be the same for the internet.

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[Ticket: # 1119780 - Broadband data caps](#)

**Date:** 8/3/2016 6:54:59 PM

**City/State/Zip:** Griffith, Indiana 46319

**Company Complaining About:** Comcast

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## **Description**

On August 1st Comcast has put data caps on my internet service into effect. This, in effect is a price hike designed to hamper any progression and protect their own cable TV business. This is essentially a price hike for me, as before, my service was unlimited. (As it should be). There are no network capacity issues to warrant such a cap either.

Comcast is using its monopolistic powers to control the market and extort more money from people which is completely unnecessary. These caps need to be removed once and for all.

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**Ticket: # 1259654 - Comcast Data Caps**

**Date:** 10/12/2016 5:05:08 PM

**City/State/Zip:** San Jose, California 95148

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in

their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

Thank you for taking the time to read this.

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[Ticket: # 1259656 - No data caps](#)

**Date:** 10/12/2016 5:05:19 PM

**City/State/Zip:** Denver, Colorado 80205

**Company Complaining About:** Comcast

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## **Description**

We don't want data caps!

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[Ticket: # 1259666 - ISP data cap](#)

**Date:** 10/12/2016 5:06:23 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15276

**Company Complaining About:** Comcast

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## **Description**

Free the data!! Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

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**Ticket: # 1259670 - New Comcast Data Caps**

**Date:** 10/12/2016 5:06:48 PM

**City/State/Zip:** Ann Arbor, Michigan 48104

**Company Complaining About:** Comcast

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**Description**

A week ago Comcast added a 1 Terabyte cap to my internet plan. That was not what I initially signed up for and agreed to. After shopping around this afternoon for an alternative AT&T appears to be the only option. Unfortunately their plans are even worse so I'm stuck with Comcast.

The addition of a data cap is a big issue for me because I enjoy playing videogames and have a Steam library of well over 100 titles. A lot of the newer games are over 40GB each. I think it's absurd that if I now want or need to re-download my game library onto another computer Comcast is going to charge me extra to do so.

I've been a Comcast customer for 4 years and I have had the same internet plan the entire time. They have steadily raised my bill from \$40/month to the \$77/month it is currently at. That's obnoxious enough as it is but adding data caps when the obviously weren't need previously is just a blatant money grab. I'm sick of my bill getting hiked every 6 months and I'm sick of having to choose Comcast. Please do something about their unfair, monopolistic, and anti-consumer business practices.

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**Ticket: # 1259687 - ISPs Data Caps**

**Date:** 10/12/2016 5:08:57 PM

**City/State/Zip:** Johns Creek, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

At the moment the FCC is investigating data caps as a possible business model for ISPs. I'm writing to urge the FCC do disallow any such business model. Companies like Comcast are instituting arbitrary data limits and charging massive overage charges, up to \$12 per gig in some areas. While it's difficult to know the exact amount it costs ISP to provide internet, research puts it at fractions of a penny per gig. The fact of the matter is that internet in our time is a utility, and these companies, many of whom have geographic monopolies, are gouging people. Please keep the internet accessible to all.

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**Ticket: # 1259679 - Comcast Data Caps**

**Date:** 10/12/2016 5:08:05 PM

**City/State/Zip:** Sayville, New York 11782

**Company Complaining About:** Comcast

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## **Description**

Although I am a current customer under Verizon, I find the recent implementation of data caps on behalf of Comcast to be absolutely deplorable. It's exactly this sort of behavior which stems from a lack of competition that goes against the fundamental values of a free market. Finally, in todays age we rely on the internet more and more to literally survive: networking, maintaining relationships, seeking employment/education etc...Adding limitations to how we communicate is tantamount to hindering our ability to survive in the growing information age.

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[Ticket: # 1259689 - Comcast Data Caps](#)

**Date:** 10/12/2016 5:09:16 PM

**City/State/Zip:** Saint Charles, Missouri 63301

**Company Complaining About:** Comcast

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## **Description**

The practice of introducing data limits and overage charges by Comcast and other ISP is completely illogical and go against everything the internet stands for. The internet is a utility and should be treated like one. Many people have no choice in their ISP and even fewer have a choice in more than one DECENT ISP. The corruption and greed associated with data caps cannot stand. It is sickening to hear the weak, condescending defenses the ISPs try to use. There is no excuse and it must stop.

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[Ticket: # 1259690 - Data caps](#)

**Date:** 10/12/2016 5:09:21 PM

**City/State/Zip:** Brandon, Mississippi 39047

**Company Complaining About:** Comcast

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### **Description**

I personally feel that the very small data caps enforced by all large data companies has no large monetary gain and therefore is unfair to consumers.

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**Ticket: # 1259697 - Internet Data Caps**

**Date:** 10/12/2016 5:09:54 PM

**City/State/Zip:** Monaca, Pennsylvania 15061

**Company Complaining About:** Comcast

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## **Description**

As an IT professional I am alarmed at the ongoing implement of internet data caps being imposed upon numerous markets. These caps are not only stifling freedom of choice and innovation but are concurrently imposing undue financial repercussions to Americans in fixed incomes.

This approach bears no improvement to a system that already cannot deliver what it's selling (i.e. peak speed sales). As a 30 year veteran in the IT industry I can assuredly state that internet usage data caps are input imposed to create financial opportunities for the business and its shareholders and has remains a net negative impact to the people subscribed to that service.

Please investigate and revoke the usage of internet data caps before they become a standard business practice.

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**Ticket: # 1259698 - Comcast Data Caps****Date:** 10/12/2016 5:10:01 PM**City/State/Zip:** San Mateo, California 94401**Company Complaining About:** Comcast

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**Description**

To whom it concerns,

The announcement from Comcast that it is expanding its 1 TB data cap is a source of concern for me (<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>), and it is a source of concern not just for my personal use but for business use as well. Data should be free flowing, and access should not be stymied in any way. Leaving caps to Comcast and their faulty measuring software is a deterrent to innovation in online streaming and consuming of media and services. Allowing Comcast this power will cripple future innovation and I do not want a data cap of any shape, or form to stop me from using my services in any way that I desire.

If you guys at the FCC could stop the data cap, that'd be great. If you guys can break up Comcast, that'd be even better. Comcast currently owns over 56% of the marketshare in the USA. Without competition innovation slows and prices go up. We are currently playing exuberant prices for much slower data speeds compared to the rest of the world. This should not be.

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**Ticket: # 1259700 - Data Caps**

**Date:** 10/12/2016 5:10:26 PM

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

**Company Complaining About:** Comcast

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## **Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

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[Ticket: # 1259703 - Data Caps](#)

**Date:** 10/12/2016 5:10:41 PM

**City/State/Zip:** Hendersonville, Tennessee 37075

**Company Complaining About:** Comcast

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## **Description**

We consumers, myself included, are against the practice of using data caps. Given that most ISPs hold monopolies in their major areas, it is unreasonable to give them even more power. The Internet is something that many people can no longer live without, and ISPs should not be allowed to limit its usage.

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[Ticket: # 1259707 - Data Caps](#)

**Date:** 10/12/2016 5:11:07 PM

**City/State/Zip:** Champaign, Illinois 61820

**Company Complaining About:** Comcast

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### **Description**

Please outlaw data caps and internet monopolies. We need better internet and for it to progress. Adding data caps limits people and stops the advancement of the internet. Please help us.

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**Ticket: # 1259713 - Data Caps**

**Date:** 10/12/2016 5:11:34 PM

**City/State/Zip:** Plymouth, Minnesota 55447

**Company Complaining About:** Comcast

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### **Description**

Comcast implemented data caps and alternative is only Century Link which is horrible and unreliable. I am already paying \$85 a month just for 50Mbits of a connection speed and soon we will be paying for overages. There is no competition, this is a monopoly and it is getting worse.

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[Ticket: # 1259719 - Against Comcast data caps](#)

**Date:** 10/12/2016 5:12:07 PM

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

**Company Complaining About:** Comcast

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### **Description**

I would like to voice my complaint against Comcast's new data cap policy. 1 TB data cap is not enough in this ever expanding internet world. The internet is becoming an essential utility like electricity or water; it should be open, transparent and uncapped.

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**Ticket: # 1259738 - DATA CAPS**

**Date:** 10/12/2016 5:13:20 PM

**City/State/Zip:** Adrian, Michigan 49221

**Company Complaining About:** Comcast

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## **Description**

Data caps should not be legal. they have no reason other then to put a financial strain on American tax payers. unlike 20 years ago where internet was not as important and part of our everyday lives, today it very much part of living as was the phone then. for a majority of company's you need internet to apply for a job, find information about a company, learn new skills, look up laws (for both employee rights and normal rights), find information not available before, entertainment and much much more. internet is part of our daily lives and is crucial for improvement and information. Large company's like Comcast are taking advantage that in order to be competitive in today's work force you need to have unlimited access to the worlds knowledge that is the internet.

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**Ticket: # 1259741 - Data Caps**

**Date:** 10/12/2016 5:13:46 PM

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

**Company Complaining About:** Comcast

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### **Description**

Data caps are unreasonable with the advent of HD media streaming, and online game marketplaces. It is not economically necessary for this practice, and is simply a result of corporate greed.

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[Ticket: # 1259761 - Data caps and monopolies](#)

**Date:** 10/12/2016 5:17:42 PM

**City/State/Zip:** Tumwater, Washington 98501

**Company Complaining About:** Comcast

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## **Description**

Data caps and no choice in providers for internet access.

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[Ticket: # 1259750 - Institution of Data Caps](#)

**Date:** 10/12/2016 5:15:51 PM

**City/State/Zip:** Lombard, Illinois 60148

**Company Complaining About:** Comcast

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## **Description**

Comcast is adding a 1TB Data Cap to my region and it is targeted to harm their online competitors so comcast can sell me cable TV instead of actually competing against netflix, amazon and google. Data is not a finite resource, the amount is not relevant only the speed at a given time. How much is use does not actually affect anyone, only when I use it and how much throughput I consume when I do.

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**Ticket: # 1259759 - Comcast Internet Data Cap****Date:** 10/12/2016 5:17:21 PM**City/State/Zip:** West Jordan, Utah 84081**Company Complaining About:** Comcast

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**Description**

Hello,

As of Nov 1st 2016 Comcast is imposing 1TB data caps on everybody. There was not data caps until now and we never had to pay extra for using what we pay for anyway. Now after Nov 1st Comcast will charge us \$50 if we want to have uncapped internet experience(until now that was free) or if we exceed the cap of 1 TB we will have to pay \$10 per 50GB of data. This is outrageous! With 4K tv and internet games being about 50-60GB on average (each) I don't think that this is fair. If we are under contract and they change the terms like that we should be allowed to break our contract, or the changes shouldn't affect us until the contract is valid. This is another example of unfair business practice created only for the benefit of Comcast, to line their pockets with even more money.

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**Ticket: # 1259763 - Comcast data caps**

**Date:** 10/12/2016 5:17:46 PM

**City/State/Zip:** Portland, Oregon 97230

**Company Complaining About:** Comcast

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## **Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

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**Ticket: # 1278900 - Comcast Data Caps**

**Date:** 10/20/2016 2:56:02 PM

**City/State/Zip:** Baytown, Texas 77521

**Company Complaining About:** Comcast

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## **Description**

Data caps are a hindrance on technological advancements.

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[Ticket: # 1259793 - ISP Data Caps](#)

**Date:** 10/12/2016 5:21:28 PM

**City/State/Zip:** Atlanta, Georgia 30189

**Company Complaining About:** Comcast

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## **Description**

Data caps should be illegal or at least set at a reasonable limit for a household. The worst hated companies in the USA do whatever they want without consequence. The FCC and govt do not listen to the people and do not do their job with regards to Internet neutrality.

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**Ticket: # 1259802 - Comcast Data Caps**

**Date:** 10/12/2016 5:21:49 PM

**City/State/Zip:** Olympia, Washington 98506

**Company Complaining About:** Comcast

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## **Description**

Hello,

I think that the FCC should take action to ABSOLUTELY prevent the Comcast from instituting a 1TB data cap on all customers, as is a clear violation of consumer protections and a "scheme" to subject consumers to unnecessary fees and highlights their ability to capitalize on the regional monopolies which they, and others, have been to allowed to create.

Imposing a "data cap" is an obvious penalty to it's customers who are "cord-cutting" and favoring streaming Internet services, over paying for cable, a service which they solely provide.

Comcast should not be allowed to punish it's customers for adopting newer technology by imposing draconian, retaliatory restrictions, fees and penalties.

Please do the right thing and support a free and neutral Internet, with equal access for all.

Thank you

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[Ticket: # 1259804 - Data Caps on Internet Usage](#)

**Date:** 10/12/2016 5:22:20 PM

**City/State/Zip:** New Hope, Minnesota 55428

**Company Complaining About:** Comcast

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## **Description**

With Comcast rolling out data caps in 18 more states starting on November 1st, we're entering an era where a company is willingly and knowingly taking advantage of it's customers - when just an hour of watching netflix is 3 gigs of data and Comcast's own measuring of data is flawed, people are going to be unjustly charged.

This is basically just a racket in which Comcast can charge what they want and get away wih it.

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**Ticket: # 1259813 - Data Caps, Other Limitations, and Why the FCC Should Care**

**Date:** 10/12/2016 5:23:39 PM

**City/State/Zip:** Culpeper, Virginia 22701

**Company Complaining About:** Comcast

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## **Description**

Comcast is about to place data caps on its users in many states, affecting millions of users. I am not one of them, however I likely soon will be. This is an anti-consumer act that will serve no one but Comcast. These data caps would be terrible for a myriad of reasons, including but not limited to:

1.Lack of customer choice. If I'm not happy with my food, I will eat somewhere else. If I don't like a company's business practices, I can choose not to buy their products. However, there is no competition in the industry. I could not, if I wished, switch Internet providers. Time Warner, Google Fiber, and other competitors are effectively forbidden from opening up shop in my town. If I tried to change providers, the only option I would have is waiting for Google Fiber to reach relatively small towns. THIS IS A FORM OF MONOPOLY. IT IS NOT ACCEPTABLE.

2.Internet is no longer an optional utility. Almost all jobs, businesses, education, and commerce depends on the Internet to some degree. For much of America's infrastructure, removing it would be on par with removing the power grid. The majority of all livelihoods in America, directly or not, depend on the Internet. Treating it like this is unacceptable.

I truly hope a caring, like-minded individual reads this complaint, and that I haven't typed this all in vain. I look forward to any response, automated or otherwise.

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[Ticket: # 1259816 - Data caps](#)

**Date:** 10/12/2016 5:23:44 PM

**City/State/Zip:** Renton, Washington 98056

**Company Complaining About:** Comcast

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## **Description**

Data caps exist solely to force consumers away from a la carte streaming services into more expensive cable TV packages. I'm disappointed Comcast will institute a 1 TB data cap in Washington when streaming packages are starting to stream content at bitrates commensurate with resolutions greater than 1080p.

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[Ticket: # 1260332 - End Data Caps Now!](#)

**Date:** 10/12/2016 6:40:05 PM

**City/State/Zip:** Danbury, Connecticut 06810

**Company Complaining About:** Comcast

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## **Description**

Data caps are a burden on net neutrality. Put a stop to Comcast before it's too late.

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**Ticket: # 1259821 - Open and unrestricted internet**

**Date:** 10/12/2016 5:24:05 PM

**City/State/Zip:** Oakland Park, Florida 33309

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 300GB, then a 1TB cap on data usage for all of its existing plans in markets throughout the United States, including my own. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access, again, such as my own community which can only receive Comcast.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Provide access. Charge for speed. Restrict access to content only WHERE REQUIRED BY LAW.

That is fair.

Sincerely,

(b) (6)

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[Ticket: # 1259907 - Data caps](#)

**Date:** 10/12/2016 5:33:51 PM

**City/State/Zip:** Sacramento, California 95842

**Company Complaining About:** Comcast

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## **Description**

I already have enough issues with my Comcast internet. The one thing I absolutely should not have to worry about is data caps. I can't control the companies that have service in my area and I work online. Data caps would truly hinder my work ability.

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**Ticket: # 1259836 - Recent Comcast Data Caps**

**Date:** 10/12/2016 5:25:33 PM

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

**Company Complaining About:** Comcast

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**Description**

The recent data caps implemented by Comcast seem to come at a time when data usage is at an all time high. Netflix now streams 4k content that burns through 7GB per hour. PC games are now as large as 50gb and mostly downloaded through online services like Steam or Origin. I have the files on my PC backing up to 3 different cloud services, which also uses a lot of bandwidth. I don't understand how and why they're able to implement caps when we've had unlimited data up until this point.

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[Ticket: # 1259851 - Comcast Data Cap](#)

**Date:** 10/12/2016 5:27:36 PM

**City/State/Zip:** Canton, Michigan 48187

**Company Complaining About:** Comcast

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## **Description**

Comcast recently called me trying to get me to sign up for their streaming service stating that any streaming I do through them will not count against the newly imposed data cap they have set up. So much for no internet fast lanes or special treatment of data.

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**Ticket: # 1259893 - Data Caps**

**Date:** 10/12/2016 5:32:58 PM

**City/State/Zip:** Freeport, Illinois 61032

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Please look long and hard what they are doing. We as consumers and Americans deserve a free and open internet. Thank you

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[Ticket: # 1259864 - Comcast Datacaps](#)

**Date:** 10/12/2016 5:29:09 PM

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

**Company Complaining About:** Comcast

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## **Description**

As someone who is about to move back to a Comcast Monopoly of a neighborhood, I'd like the FCC to tackle the horrendous idea of data caps on what should be considered a public utility, home internet. We all use the internet everyday, whether it's brief to catch up on the daily news, or over a lengthy time period when we're facetimeing family thousands of miles away, I do not want my provider throttling me because of my usage.

FCC, please address this now before it becomes a beast you cannot defeat.

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[Ticket: # 1259870 - Comcast Data Caps](#)

**Date:** 10/12/2016 5:30:38 PM

**City/State/Zip:** Marlton, New Jersey 08053

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are an awful practice. In my family of 5, we have used well over 1TB with multiple family members streaming Netflix at a time. As 4k becomes more and more ubiquitous, people will blow through 1TB data caps.

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**Ticket: # 1259872 - ISP Data Caps**

**Date:** 10/12/2016 5:30:50 PM

**City/State/Zip:** Riverton, Utah 84065

**Company Complaining About:** Comcast

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## **Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

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**Ticket: # 1259873 - Comcast data caps**

**Date:** 10/12/2016 5:31:00 PM

**City/State/Zip:** Cupertino, California 95014

**Company Complaining About:** Comcast

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## **Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable for a company to ration something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. Internet, unlike utilities such as water or electricity, does not have a higher cost associated with higher usage once an infrastructure is in place. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. There is already very little choice in Internet service providers throughout the country, so we can not vote with our wallets by switching to another provider. Additionally, I personally am locked into a year long service agreement, which I would never have signed had I known those would come to pass, and now I could not even switch if there were other viable options. I am sure I'm not the only one who feels trapped by this. Consumers deserve better, and we will not stand for it.

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**Ticket: # 1259894 - Data Caps Should be Regulated**

**Date:** 10/12/2016 5:32:59 PM

**City/State/Zip:** Austin, Texas 78758

**Company Complaining About:** Comcast

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**Description**

As the world becomes more and more reliant on the internet there should be no caps on it's usage as well. It's like capping your water or electricity, a necessity should not be capped and instead should be free flowing. If the provider cannot provide enough then they should be encourage to build more infrastructure, it is their responsibility after all.

Please address the data caps being implemented by ISPs like Comcast.

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**Ticket: # 1259878 - Internet Data Caps**

**Date:** 10/12/2016 5:31:30 PM

**City/State/Zip:** San Rafael, California 94903

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that they will be imposing a 1TB data cap on customers in my area. This is extremely detrimental to my house as I work from home and need unhindered access to the internet. We, unfortunately, live in a location that does not offer a wide variety of ISP so we are pigeon-holed into going with Comcast. When I signed up for our current plan Data Caps were not mentioned once and had they been I would not have chosen Comcast. Now a month into my year-long contract they impose new Data Caps on my plan after I had agreed to set contract. This feels extremely anti-customer and very exploitative.

Further, I cannot find any notification settings in my Comcast account that will let me know when I am approaching my data limit. I have no way to accurately gauge my data usage as I do not know if I can trust Comcast's metrics when it comes to metering my data.

Overall, I feel like I am being exploited by drastic changes to my access to an open and available internet. I would not have signed a year-long contract knowing that soon-thereafter Comcast would pull the rug out from under me with these Data Caps.

Thank you,



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**Ticket: # 1259880 - Comcast Data Caps**

**Date:** 10/12/2016 5:31:43 PM

**City/State/Zip:** Clayton, Delaware 19938

**Company Complaining About:** Comcast

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## **Description**

I have a family of five, and our internet usage is predicated on a lot of Netflix usage amongst other services, such as Amazon Video. There is simply NO reason for Comcast to set a data cap other than to create another source of revenue at the expense of its customer base. I recently moved and had to get Comcast after years of having Verizon FiOS. I had ZERO complaints in 6 years. I have had Comcast for all of 2 months, and I'm disgusted already with their service and suspect business practices. Not to mention the fact that it costs more each month and I dropped from 50mbps to 25mbps. Apparently, Comcast has a deal with the municipality and a monopoly in the area, unless you want DirecTV, which is worse. Please consider supporting the reclassification of Internet and TV services as a utility.

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[Ticket: # 1259895 - Internet data caps... They got to go.](#)

**Date:** 10/12/2016 5:33:04 PM

**City/State/Zip:** Kentwood, Michigan 49512

**Company Complaining About:** Comcast

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## **Description**

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

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**Ticket: # 1259898 - Data caps**

**Date:** 10/12/2016 5:33:17 PM

**City/State/Zip:** Sacramento, California 95816

**Company Complaining About:** Comcast

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## **Description**

The fact that Comcast has gotten away with so much is absurd. But the newest item is data caps, this is just a massive cash grab. Data is not a consumable product. There is no data reserve that needs to be carefully handed out to individuals. Data usage will continue to grow, and users will continue to want more and more. Putting a cap on what we can use is anti-consumerism and targets those who have decided to "cut the cord". People have shown, with their wallets, that they want another way to consume entertainment. Consumers don't want to watch ads and pay for content. As content becomes higher quality the need for faster speeds is needed. Comcast is trying to put the bar high enough where it doesn't affect many people now, but in the future will just be a profit churning machine. The Internet needs to be regulated and laws put into affect to protect consumers not the billionaire corporations. Only the FCC can do this, who will the FCC side with? The people or the corporations.

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**Ticket: # 1259903 - Comcast Data Caps**

**Date:** 10/12/2016 5:33:37 PM

**City/State/Zip:** Corvallis, Oregon 97333

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently notified us about implementation of data caps for there service in Corvallis OR. This is an active deterrent to my access to the internet access which in today's modern economy is a utility needed to operate in the same way clean water and electricity are. Without any other major competitor in my area I do not have a choice as a consumer to find someone else to provide broadband internet. In addition to this the change was made without changing to pricing so as of November 1st I will be paying for less service then I originally purchased with my contract. This not only poor business practices but inhibits and open, fair and free internet. Data caps on wired internet access cannot be allowed to become standard business practice.

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**Ticket: # 1259906 - No data caps!**

**Date:** 10/12/2016 5:33:50 PM

**City/State/Zip:** Houston, Texas 77033

**Company Complaining About:** Comcast

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## **Description**

I am payin too much for the internet provided! They ignore my complaints before. I need help on limiting Comcast power over data caps! Company's should work for us not us for them!

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**Ticket: # 1259950 - Internet Data Caps**

**Date:** 10/12/2016 5:40:57 PM

**City/State/Zip:** High Point, North Carolina 27265

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

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[Ticket: # 1259958 - Comcast Data Caps](#)

**Date:** 10/12/2016 5:42:04 PM

**City/State/Zip:** Lynnwood, Washington 98037

**Company Complaining About:** Comcast

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## **Description**

Comcast is now introducing Data Caps to their customers. I am currently a Comcast customer and am being forced into this data cap policy. The internet should not be something that is limited. With the growth of technology and the need for more data, these caps don't make sense for innovation and the consumption of new products.

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[Ticket: # 1259977 - internet data caps](#)

**Date:** 10/12/2016 5:44:33 PM

**City/State/Zip:** West Fargo, North Dakota 58078

**Company Complaining About:** Comcast

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## **Description**

I have become aware of Comcast's recent decision to implement a 1 terabyte data cap on their customers. I think this practice is highly inappropriate, and given our nation's dependence on information, potentially dangerous. It also punishes people that use the internet for additional services, such as Netflix or Steam, which can be data intensive. Netflix in particular, since it competes with ISP's television offerings. I do not think it is in our best interests to stifle competition and restrict a vital part of our society.

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**Ticket: # 1259978 - Comcast Data Caps**

**Date:** 10/12/2016 5:44:35 PM

**City/State/Zip:** Bloomington, Indiana 47404

**Company Complaining About:** Comcast

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**Description**

Hello, I'm submitting this complaint about the data caps going into effect on my Comcast account on November 1st. Data caps are so outrageously against net neutrality that it pains me, being in a tech field and to see how behind the US is in terms of internet connectivity to the rest of the world. How is it ok that Comcast in my area can limit people's accounts out of nowhere, charge the same (which the low income area of Bloomington can barely afford as is), and still not actively work on improving their network? Why is it that there is no way to contact anyone at Comcast that has any involvement in this unless the FCC is forced to do so in place of me?

There's no transparency or government intervention in measuring how much data is being used. Comcast claims that I'm only using 500gb per month, but just like how my Comcast bill spiked randomly for no visible reason in the past and I had to file an FCC complaint just so they'd pick up the phone about it, I fear that I will wrongfully be told that I went over the cap and just be at the will of Comcast and have to pay up for something I did not do. I imagine that there's many, many similar complaints being filed now after they announced how many more people will be subject to such caps. If a company is so untrustworthy, can't something real be done? When is the time to step in? I'm not looking to get some small reduction in my monthly bill from sending this, I'm hoping that our country can start catching up to the rest of the world, instead of being at the will of greedy companies like Comcast who have had no reason at all to improve themselves because they haven't faced any consequences that they deserve.

Thank you for taking the time to read this.

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[Ticket: # 1259979 - Data Caps](#)

**Date:** 10/12/2016 5:44:43 PM

**City/State/Zip:** Allston, Massachusetts 02134

**Company Complaining About:** Comcast

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## **Description**

In our modern day, the internet no longer exists as a product of simple personal benefit. It is not an item purchased out of a desire for grandeur or luxury. The internet has evolved into an essential utility in order to function on a basic level in current society, as are water and electricity. The issuance of data caps on internet data restricts innovation and advancement while perpetuating monopolistic tendencies of large corporations. Furthermore, a current lack of transparency in reporting and metering practices creates an unfair market and hurts consumers unaware of the resulting inaccurate charges.

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[Ticket: # 1259994 - Comcast data cap implemented](#)

**Date:** 10/12/2016 5:47:03 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## **Description**

I was recently informed that my contracted comcast plan, which used to have an unlimited data useage plan, has now been capped at 1TB without my consent or prior knowledge. This is unfair as I did not sign up for comcast service to be given a data cap, I signed up for the service I agreed to at the time of purchase. This also puts a clamp on my internet usage, I can no longer use it the way I used to, and for the same ridiculous price I already pay

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[Ticket: # 1259988 - Data Caps](#)

**Date:** 10/12/2016 5:46:15 PM

**City/State/Zip:** Westfield, Indiana 46074

**Company Complaining About:** Comcast

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## **Description**

I implore you, do not allow Comcast Cable Company to introduce data caps to consumers. The internet is an essential utility to a significant portion of the population, especially businesses, and should be reclassified as such.

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**Ticket: # 1259992 - Comcast Data Caps**

**Date:** 10/12/2016 5:46:48 PM

**City/State/Zip:** Farmington, Utah 84025

**Company Complaining About:** Comcast

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**Description**

I am concerned about Comcast's anti-consumer data caps that are being implemented in my area. When I signed up for my service I was sold one that was touted as unlimited. Comcast has also constantly increased my bill, without an increase in services rendered. Now they are capping the amount of data I can use in a month, again without reducing my price. Comcast has clearly shown they cannot be trusted not to abuse regional monopolies.

Another issue I have is with the measurement device. When I pay my electrical or gas utility bills I can check my own meter onsite at my home to make sure it is correct. With Comcast's system, I am unable to do so. How do I know what they claim I am using is correct? They were recently fined for charging customers for services they did not actually order. Why should anyone trust them on measuring data usage in a black box?

The practice of capping internet usage is warranted in an environment where there is not enough bandwidth to go around. Comcast clearly has the availability, because they offer an unlimited plan for \$50 more. Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use.

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[Ticket: # 1259998 - Caps on Home Internet](#)

**Date:** 10/12/2016 5:47:37 PM

**City/State/Zip:** Brooklyn Park, Minnesota 55429

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a data cap of 1TB to all home internet plans. This stifles competition and is flat out wrong. I don't get the opportunity to change internet providers because comcast has a monopoly around my area, which should be illegal. I would love to have multiple internet providers, where google fiber is around, prices are cheaper and consumers win. Comcast can get away with this because they know we have no other options. This entire restriction is unconstitutional.

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[Ticket: # 1260017 - Data Caps ISP](#)

**Date:** 10/12/2016 5:50:30 PM

**City/State/Zip:** Boston, Massachusetts 12345

**Company Complaining About:** Comcast

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## **Description**

Data Caps are slowly becoming an issue here in the United States. Please, do not let ISP's cap how much data we are allowed to use per month. We are regressing as a country compared to others in this department, and this is such a huge part of modern life.

Please do not allow ISP's to force us in paying 100 dollars per month for 10gb down capped at 100gb.

Fight for the future.

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[Ticket: # 1260028 - Stop Data Caps](#)

**Date:** 10/12/2016 5:52:27 PM

**City/State/Zip:** Morgantown, West Virginia 26505

**Company Complaining About:** Comcast

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## **Description**

Data caps are excessively evil, and the measurements are definitely not correct anyways. Internet is no longer a luxury, it is a mandatory service. Something needs to be done about this, and supporting data caps is a very bad decision.

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**Ticket: # 1260013 - Comcast data caps**

**Date:** 10/12/2016 5:50:00 PM

**City/State/Zip:** Warren, Michigan 48092

**Company Complaining About:** Comcast

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## **Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

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[Ticket: # 1260022 - Data Caps](#)

**Date:** 10/12/2016 5:51:32 PM

**City/State/Zip:** Petoskey, Michigan 49770

**Company Complaining About:** Comcast

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### **Description**

Hi, I'm very concerned about the increased use of data caps and the problems that brings for me personally and my business.

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**Ticket: # 1260025 - Data Caps**

**Date:** 10/12/2016 5:52:14 PM

**City/State/Zip:** Salem, Oregon 97304

**Company Complaining About:** Comcast

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## **Description**

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

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**Ticket: # 1260026 - comcast expanding their data caps**

**Date:** 10/12/2016 5:52:26 PM

**City/State/Zip:** Middletown, Connecticut 06457

**Company Complaining About:** Comcast

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## **Description**

I have recently learned that Comcast is expanding it's data caps. Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Furthermore, I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite.

This needs to stop.

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**Ticket: # 1260058 - Comcast Data Caps****Date:** 10/12/2016 5:55:25 PM**City/State/Zip:** Campbell, California 95008**Company Complaining About:** Comcast

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**Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

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[Ticket: # 1260036 - Open Data, Free Internet](#)

**Date:** 10/12/2016 5:52:59 PM

**City/State/Zip:** Jackson, Michigan 48854

**Company Complaining About:** Comcast

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## **Description**

Data caps are a direct threat to technological progress and a step backwards to the future of communications. They are nothing but a money grab in monopolized markets that provide no benefit to the consumer. The rights of the consumer should be more important than the amount of money lobbyists spend in Washington and other cities.

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**Ticket: # 1260134 - Comcast Data Caps**

**Date:** 10/12/2016 6:08:45 PM

**City/State/Zip:** Harrisburg, Pennsylvania 17112-9328

**Company Complaining About:** Comcast

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## **Description**

Comcast is continuing to roll out 1TB data caps across their users, and although they haven't yet expanded this "program" to Pennsylvania, I can't imagine that they won't spread this policy across their entire network. I refuse to stand by and allow them to take advantage of me as a customer.

First of all, their implementation is flawed. This year alone, 13,000 people have already complained to Comcast about the cap measurements being flawed. The issues have ranged from being billed for \*someone else's data usage\* to \*systematically miscounting data usage\*. They may deny these claims, but the stories of those 13,000 people can't all be wrong. Furthermore, their metering system is closed-source and the implementation is hidden from their customers, so we have no idea how we're being billed for our data use. Does it count bytes in IP packets? Does it count bytes in Ethernet frames? Does it only count payloads? We don't know! Even if this practice weren't completely abhorrent to begin with, this shoddy implementation alone should disqualify them from being able to use it.

Secondly, there is no network-management based reason for the caps. In Comcast's leaked training documents, representatives are \*explicitly forbidden\* from saying that the caps are intended to manage congestion [1]. Literally the only purpose of these data caps is to extract more money from us as customers. If Comcast wants to charge me more for the service, raise the base rate. Sure, I'll be upset about that too, but at least that's a reasonable request. This is just nickel-and-diming me for going over an arbitrary limit with a nebulously-defined fee on my bill.

Finally, this practice violates Net Neutrality. The core principle of Net Neutrality is that all traffic is treated equally. Although the caps don't directly treat traffic differently, they \*do\* force customers to make choices about which applications and services they use. Sure, I can do a lot with a terabyte of data, as Comcast points out in this incredibly patronizing video [2], but consumer data use doesn't naturally follow some sort of logistic curve that has an asymptote at 1TB. Thanks to wide availability of broadband internet access, file sizes across the internet have begun to creep up. Sure, 1TB is plenty to watch Netflix now, but what happens in a year when I want to watch SUHD streams on my fancy new television? A standard-length movie at that resolution is 7GB. Computer game downloads aren't getting any smaller either — downloading the latest Call of Duty is 138GB, which, along with some idle Netflix and Chilling and operating system updates, could handily put me right over the cap.

But this isn't just about taxing the heaviest users of their network. Comcast also happens to own Hulu, a streaming service that competes with Netflix. When Netflix users are beginning to bump up against the cap, Comcast could very easily announce that Hulu streaming doesn't count against your cap, by claiming that for Comcast customers, it's delivered as an IP Cable service, or some similarly meaningless distinction. Suddenly, they are actively reducing consumer choice by forcing customers to use their own video streaming service. This is a direct violation of Net Neutrality, and I will not stand for it.

I implore you, as the regulatory body in charge of this, to tell Comcast and the other cable companies that this kind of manipulative trickery will not stand. Show them that you really mean that you're going to protect Net Neutrality and swiftly nip these shifty sidesteps in the bud.

[1] [http://www.huffingtonpost.com/timothy-karr/what-comcast-doesnt-want\\_b\\_8531356.html](http://www.huffingtonpost.com/timothy-karr/what-comcast-doesnt-want_b_8531356.html)

[2] <https://www.youtube.com/watch?v=CE9OuNK-QWg>

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**Ticket: # 1260047 - Internet Data Caps**

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

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

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

I implore you to ban internet data caps and keep the internet open and fair.

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[Ticket: # 1260049 - Comcast Data caps](#)

**Date:** 10/12/2016 5:54:41 PM

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

**Company Complaining About:** Comcast

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## **Description**

I am increasingly concerned about changes Comcast and other large ISPs are making that threaten the future of the open internet. My wife runs an online business from home and I am often working from home to make a living. The data caps Comcast is rolling out across the country will stifle innovation and reduce user protection. Something needs to be done about this before it's too late.

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**Ticket: # 1260055 - Comcast Data Cap**

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

**City/State/Zip:** Los Gatos, California 95032

**Company Complaining About:** Comcast

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## **Description**

The data cap that Comcast is trying to add is a complete joke as they are not providing more service, it is not fair because they are not charging less if you use less just more if you use more and a cap implies a cut off but there is not an option to make it so you cannot go over. They just send you right over but no regulation of there "monitoring" gages to show if they are even accurate. There is no fair way to dispute the claims they make. There is no reason this is "fair" they just want to continue to find a way to recover from being an awful business that will not improve to keep customers but would rather depend on a monopoly and tactics like this to earn extra money when they customers leave cable for better services like Hulu & Netflix

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**Ticket: # 1260064 - Comcast and other internet providers are using their local monopolies to unreasonably charge**

**Date:** 10/12/2016 5:56:18 PM

**City/State/Zip:** Atlanta, Georgia 30328

**Company Complaining About:** Comcast

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## **Description**

Comcast is currently rolling out a 1TB data cap to many if not all of their customers, this is only due to the fact they are often the only provider available, or the only viable one due to limitations in DSL distances. There is almost zero cost for additional bandwidth, this is not due to an honest business need. The following link also summarizes many of my feelings on this.

[https://www.reddit.com/r/technology/comments/5749a8/we\\_need\\_to\\_make\\_it\\_clear\\_to\\_the\\_fcc\\_that\\_we\\_want/](https://www.reddit.com/r/technology/comments/5749a8/we_need_to_make_it_clear_to_the_fcc_that_we_want/)

Also see this article for evidence that cost of bandwidth in bulk has gone down dramatically, yet almost every major provider who has any form of local monopoly has consistently been increasing prices and adding caps, when there is zero technical reason.

<https://techcrunch.com/2011/07/29/your-isp-is-screwing-you-as-your-service-costs-go-up-their-backbone-costs-go-down/>

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[Ticket: # 1260066 - Comcast data caps](#)

**Date:** 10/12/2016 5:56:29 PM

**City/State/Zip:** Springfield, Oregon 97477

**Company Complaining About:** Comcast

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## **Description**

The data caps rolled out and being rolled out by companies such as Comcast are not needed and is a way for Comcast to control content viewed and will hurt consumers in the long run. As programs get larger and the internet continues to evolve all consumers are going to use more data, by implementing a data cap now before majority of consumers hit the cap mark Comcast is effectively stifling innovation and evolution.

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[Ticket: # 1260087 - Comcast's data caps are anti-competition and anti-consumer](#)

**Date:** 10/12/2016 5:59:44 PM

**City/State/Zip:** Pontiac, Michigan 48340

**Company Complaining About:** Comcast

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## **Description**

The internet is integral to the daily lives of many American's including myself. From education, to entertainment, the internet is at the heart of what I do. Data caps threaten all of this unfairly and must be struck down before Comcast uses its death grip on the American people to stifle out internet services and revert us back to cable, provided by Comcast. I urge you to force Comcast, and other ISP's, to disband their data cap practices so that the internet can continue as it was always intended: free and open.

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**Ticket: # 1260091 - INTERNET DATA CAP**

**Date:** 10/12/2016 6:00:46 PM

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

**Company Complaining About:** Comcast

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### **Description**

Simply, I'm let down as a human to see this. Data caps will cause the masses, very smart masses, to rise up and revolt. This will not end well. Oh, I'm sorry Big Old Cable Company, you can't have more money for no reason. The internet speed is atrocious anyway, capping that atrocious internet speed will create a cause and effect situation.

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[Ticket: # 1260093 - Internet Data Caps](#)

**Date:** 10/12/2016 6:01:08 PM

**City/State/Zip:** Abingdon, Maryland 21009

**Company Complaining About:** Comcast

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## **Description**

Data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted before the net neutrality rules were implemented. If these data caps are allowed to be implemented, soon other ISPs will follow suit and there will be a limited internet, with stifled access and innovation.

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[Ticket: # 1260094 - Comcast 1 Terabyte Data Cap](#)

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

**City/State/Zip:** Mcdonald, Pennsylvania 15057

**Company Complaining About:** Comcast

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## **Description**

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

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**Ticket: # 1260099 - Comcast Data Caps**

**Date:** 10/12/2016 6:02:12 PM

**City/State/Zip:** Oregon City, Oregon 97045

**Company Complaining About:** Comcast

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### **Description**

As a paying customer that Streams his/her shows I believe the Data cap they recently announced is a way for them to nickel and dime every little thing. Reason being that streaming TV/Movies @ 1080p takes 3Gbs and soon 4K resolutions will be a standard and those are 7Gbs. The 1TB data cap will be hit withing hours.

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[Ticket: # 1260113 - Data cap](#)

**Date:** 10/12/2016 6:05:18 PM

**City/State/Zip:** Fresno, California 93711

**Company Complaining About:** Comcast

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## **Description**

The proposed data cap policies are essentially creating a monopoly making it much harder for streaming programs such as Netflix or Hulu to remain viable when HD quality video require 3gigs per hour and ultra HD is 7 gigs limiting the entire household to 142 hours of steaming video alone. This is if people use the internet ONLY to stream, and nothing else. This essentially forces you to have to buy cable from the cable company instead of simply using the internet for streaming services. The internet has become one of the most important forms of communication and sharing of knowledge and to allow a company to control that is inappropriate.

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[Ticket: # 1260116 - Please prevent internet data caps](#)

**Date:** 10/12/2016 6:06:11 PM

**City/State/Zip:** Herriman, Utah 84096

**Company Complaining About:** Comcast

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## **Description**

Data caps are an unnecessary restriction that transfers more power into the hands of cable companies, who already have too much power due to regional monopolies and collusion with other companies, and local governments. 1TB may sound reasonable to most people, but in just a few years that type of data transfer is going to be common place as more and more people stream high-quality videos off the internet. This effectively allows Comcast a lever to punish people for cutting cable, and choosing to stream instead. Once the 1TB cap is in place, what's stopping them from reducing it to a much lower level, and charging egregious fees for any overages? What option do people have if they live in an area where Comcast is their only option? If there was actual competition, like the government is supposed to be policing, I wouldn't have a problem...but if Comcast goes unchecked with their data capping, there's no question this will be abused at the expense of just about everyone who uses the internet.

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**Ticket: # 1260121 - Data Caps**

**Date:** 10/12/2016 6:06:54 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to roll out 1 TB data caps for their customers in my region, in which I will also be affected. This is a flawed decision by comcast that serves to bolster their position as a utility monopoly without actually improving the service to the public good. There is already a low availability of effective ISPs in the area and comcast is capitalizing on this disparity. With growing internet demands that continue to increase as technology continues to evolve, USA internet service continues to fall rapidly behind other industrialized nations, Korea's average download speed is 300mbps, which is about 10x faster than the US counterpart, and almost as much as 100x faster in certain regions of the US.

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**Ticket: # 1260144 - Comcast**

**Date:** 10/12/2016 6:09:49 PM

**City/State/Zip:** Richmond, Texas 77407

**Company Complaining About:** Comcast

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## **Description**

Comcast business practices are only aimed to help themselves and hurt the consumer. With these new data caps rolling out, they are even further pushing the boundaries of how they intend to make money from us in anyway possible without legitimate reason. Though they say their caps are just, people are already affected by these caps and the number of people affected will only grow as technology advances. We cannot allow this behavior from a company to be unchecked please act and help end the the tyranny that is Comcast.

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[Ticket: # 1260377 - Data cap issue](#)

**Date:** 10/12/2016 6:48:58 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Comcast

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## **Description**

Comcast data cap issues lack transparency on my monthly usage and will effect my day to day life as well as the services I choose to use. These caps are after the fact of the subscription plan I signed up for and data needs will continue to grow in the future

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**Ticket: # 1260153 - Comcast Data Cap**

**Date:** 10/12/2016 6:10:46 PM

**City/State/Zip:** Arvada, Colorado 80005

**Company Complaining About:** Comcast

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**Description**

Recently Comcast in my area has implemented a data usage cap which is anti-competitive and is a huge (>50%) cost increase to maintain my current level of service. I primarily stream digital content from Netflix or Amazon--which Comcast views as a competitive market to their cable offerings--and this will significantly impact my ability to support those companies and others like them. It also imposes on my ability to support companies like Amazon, Google, Microsoft, and Code42 who provide cloud storage and backup services for my photography and video production hobbies. These are all American companies whose business may be harmed by this data cap in addition to me as an individual.

As technology progresses and data usage increases, as it always does, the cap they've set will become more and more limiting and the penalties they distribute ever more common. Having few options for internet service means I'm not able to get competitive service from another company. We can look at Canada's low data caps and controlled market as an example of what we must prevent in the United States to remain productive and innovative as data creators and consumers.

Please consider action to prevent these anti-competitive and anti-individual behaviors.

Thank you,

(b) (6)

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**Ticket: # 1260156 - Comcast Data Caps**

**Date:** 10/12/2016 6:11:30 PM

**City/State/Zip:** Broomfield, Colorado 80020

**Company Complaining About:** Comcast

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## **Description**

I have recently received notice from Comcast regarding their new data cap policy that they are implementing. Though it is likely that I will rarely ever hit their currently set limit, as a small business owner who works via the internet and will be increasing traffic as the business continues to develop I am concerned that this sort of policy will effectively cripple the continued expansion of small businesses like mine throughout Comcast's coverage area. I also feel as if this sort of policy is effectively undermining the pre-existing contract I had with Comcast regarding my internet service. I signed up for access to the internet with a certain speed, there was never any agreement that they could cap my usage when I signed up for 12 months of service. Though not an immediate issue, this is very much a concern for the future of the internet and a matter of principle.

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[Ticket: # 1260160 - Comcast imposing data caps](#)

**Date:** 10/12/2016 6:12:15 PM

**City/State/Zip:** Portland, Oregon 97232

**Company Complaining About:** Comcast

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## **Description**

Data caps on high speed bandwidth are a threat to net neutrality. Internet access is a de-facto utility, and in many cases a virtual, if not outright monopoly.

Comcast's move to impose data caps in Oregon and elsewhere will stifle innovation, and punish users for taking advantage of the services that Comcast had promoted in their advertising materials as justification for the need for broadband.

Because these ISPs offer competing services aside from internet connectivity, in particular cable tv as compared to netflix and other streaming video services, this is a clear push to drive users with little choice to purchase their other services.

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**Ticket: # 1260170 - Comcast 1 TB Data Cap**

**Date:** 10/12/2016 6:13:33 PM

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

**Company Complaining About:** Comcast

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**Description**

I have recently learned that Comcast is implementing a data cap for home consumers of 1 TB per month and I wish to express concerns about the impact of this on my family, my career, and my home.

As someone who relies on the internet and technology and works in that world, this is frightening. It stifles innovation as many of my peers are working on products and applications that require an open internet to function. Data caps punish customers who in turn ignore new businesses that may send them over their limits. The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity.

Comcast would also argue that this cap is far above the average usage. However, as the internet matures, so does data usage. Beyond this, there is nothing to stop them from inching the caps down lower and lower until customers pay far more for the same exact product.

Instead of improving their infrastructure to keep pace with new internet innovations, these caps stifle competition by needlessly enforcing a ceiling that has no reason to be there. Please put a stop to this practice.

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**Ticket: # 1260171 - Comcast Data Caps**

**Date:** 10/12/2016 6:13:43 PM

**City/State/Zip:** Fort Collins, Colorado 80525

**Company Complaining About:** Comcast

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**Description**

Comcast recently announced the rollout of their 1 TB data cap. This is a disturbing trend for a few reasons.

- 1) It sets a precedent for higher and higher billing. While it's unlikely that most people will hit a data cap of 1 TB today, it will probably be likely in a couple of years as data needs grow and grow. Additionally, there is nothing to say that Comcast won't shrink that cap to 500 GB or 250 GB and begin charging overages. Soon we'll be buying our cable Internet much in the same way we buy our wireless data plans today.
- 2) Cable companies are not utilities. There are governmental regulatory bodies that utility companies are accountable to; not so with cable companies. If Comcast claims that I used 2 TB of data, I have no recourse, even if I am independently monitoring my own data usage.
- 3) Choices. In most areas, your choices boil down to cable or DSL. There are few choices for Internet access. This monopolistic practice means the consumer loses because their Internet is effectively held for ransom. If we're not happy with an Internet Service Provider, we can't switch.

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**Ticket: # 1260182 - Comcast Data Caps**

**Date:** 10/12/2016 6:16:02 PM

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

**Company Complaining About:** Comcast

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## **Description**

In less than a month Comcast will be rolling out 1TB data caps to all their customers.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. Essentially they are trying to bypass the net neutrality issue to achieve the same result for their business, and this is not acceptable. By exploiting a loophole in the letter of the law they are avoiding its spirit.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use.

In our society, internet use has become mandatory. From dealing with school, work, or personal relations, all essential aspects of our daily life have been integrated with the internet in a way that makes them impossible to separate. In a perfect world, there would be several different ISPs to choose from, creating a healthy and competitive market. In reality, the best case scenario is you have two options to choose from but the most common case is that you only have one ISP who offers service in your region. I am writing to you because the tyranny of a monopoly must be prohibited. It is the FCC's duty to protect the common people. I hope that many others just like me are sending you messages and complaints so you can understand just how important this issues truly is.

One further point I would like to make is that Comcast measures the data usage through a third party who doesn't make their methods of measuring available to the public. How do we know that they are truly providing us with accurate information when there is no transparency? I urge the FCC to put a stop to Comcast's shady business practices.

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[Ticket: # 1260183 - Unlawful Datacaps](#)

**Date:** 10/12/2016 6:16:02 PM

**City/State/Zip:** Sacramento, California 95816

**Company Complaining About:** Comcast

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## **Description**

Data caps were imposed on my contract after I had already entered a non-data capped contract. Not only does this limit my internet access but the laws haven't been written yet to protect my internet freedoms.

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[Ticket: # 1260199 - Comcast Data Caps](#)

**Date:** 10/12/2016 6:17:47 PM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Comcast

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## **Description**

Comcast is currently pushing towards implementing a standard data cap as an ISP. This is anti-consumer and anti-competition. I strongly urge the FCC to prohibit this attempt and further regulate in favor of consumer friendly policy.

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**Ticket: # 1260213 - Data caps and Comcast Communications**

**Date:** 10/12/2016 6:21:49 PM

**City/State/Zip:** Dallas, Texas 75203

**Company Complaining About:** Comcast

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### **Description**

I am not currently affected by it, but it outages me nonetheless. Comcast is imposing data caps on an increasing amount of their customers, and I believe this is a massive step back in terms of net neutrality. I'll spare you the details as I'm sure this isn't your first complaint today, but we cannot stand for this and request intervention.

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**Ticket: # 1260208 - Comcast Data Caps**

**Date:** 10/12/2016 6:20:45 PM

**City/State/Zip:** Campbell, California 95008

**Company Complaining About:** Comcast

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## **Description**

I've recently been notified that data caps are being experimentally used on Comcast. I feel that this is a horrific practice as it cannot be quantified by end users and Comcast already takes FULL advantage of its consumers. Take for example, I recently upgraded by internet to 200mbps, checked back online and they DOWNGRADED me to 25 mbps. Is this a joke that we are giving a company like this even more ways to set irrational limitations on their consumers' use?

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[Ticket: # 1260217 - anti-consumer behavior](#)

**Date:** 10/12/2016 6:22:06 PM

**City/State/Zip:** Salt Lake City, Utah 84109

**Company Complaining About:** Comcast

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## **Description**

I have just been informed by Comcast that my data usage is now being metered and limited to 1TB per month. I am now going to be charged for "excess" usage when my original service agreement stated nothing about data caps.

This is anti-consumer, greedy and unacceptable.

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[Ticket: # 1260223 - Comcast Data Cap](#)

**Date:** 10/12/2016 6:22:54 PM

**City/State/Zip:** Fredericksburg, Virginia 22407-8312

**Company Complaining About:** Comcast

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## **Description**

Data caps are an unfair advantage used by monopolistic Comcast to force users to purchase cable tv through Comcast as there are no other choices for many Americans. Data caps restrict innovation and the basic idea of net neutrality.

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**Ticket: # 1260225 - Comcast 1TB Data Cap**

**Date:** 10/12/2016 6:23:09 PM

**City/State/Zip:** Stockton, California 95209

**Company Complaining About:** Comcast

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**Description**

Under no circumstances should any company be allowed to set a data cap on internet. Internet is not a finite resource that can run out. How can a company lawfully be allowed to charge you a fee for going over a set amount, but not refund you for not reaching that amount? Its completely unethical.

If they are allowed to set a data cap on internet, then they should also be forced to set a cap on both Television and Telephone use as all 3 run through the same infrastructure. The US is considered the greatest country in the world by many, yet we completely fall flat on our face when it comes to any kind of media productivity, especially the internet. Our speed are terribly slow, and allowing things like a data cap just make us look even worse.

There should never be a data cap on any service that does not need to be mined where you literally cannot run out of said resource. Internet is a part of every day human life now just like electricity and water, however unlike those two, it cannot run out.

In light of this, comcast has also been doing everything in their power make sure that the general public is not made aware of this as an issue and is trying to play it off as if it wont affect anyone, when in fact, it does, and will, especially in the future. I will also be attaching an image showing how a popular post on the website reddit somehow managed to start receiving numerous downvotes to the post, clearly by comcast in order to downplay the issue.

Please help us as American citizens to stop this travesty from taking place and to slowly push towards allowing other businesses to rise up so we can start having a competitive market that has built itself off of capitalism and not loop-holed monopolies.

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[Ticket: # 1260242 - Data Caps](#)

**Date:** 10/12/2016 6:24:26 PM

**City/State/Zip:** Independence, Rhode Island 97351

**Company Complaining About:** Comcast

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### **Description**

It is absolutely awful that an internet company would want to apply data caps. This is a ploy to save them and stop people from canceling their services. This CAN NOT HAPPEN!!! Its criminal and should be stopped. Please stop Comcast and all other internet service providers from doing this. It'd even be cool if you'd stop Cell Phone companies from limiting Data.

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[Ticket: # 1260243 - On Data Caps](#)

**Date:** 10/12/2016 6:24:36 PM

**City/State/Zip:** Los Angeles, California 90041

**Company Complaining About:** Comcast

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## **Description**

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

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**Ticket: # 1260250 - Data-capped policies violate are unfair and monopolistic**

**Date:** 10/12/2016 6:26:30 PM

**City/State/Zip:** San Francisco, California 94103

**Company Complaining About:** Comcast

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## **Description**

Data caps on internet providers are unfair to consumers and benefit the monopoly positions of certain providers. In particular, these policies:

- are not regulated for accuracy or fairness;
- unfairly benefit the cable TV industry at the expense of internet-based industry;
- further restrict consumers who generally only have a single choice for internet service; and
- restrict growth of future internet services while disincentivizing internet providers to invest in additional capacity.

For these reasons, data-capping practices are deeply unfair and should be thoroughly opposed by the FCC. I urge the FCC to set rules opposing data-capping policies.

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**Ticket: # 1260253 - Defend Net Neutrality**

**Date:** 10/12/2016 6:26:52 PM

**City/State/Zip:** Rome, Georgia 30165

**Company Complaining About:** Comcast

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## **Description**

I'm emailing the FCC to urge them to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1260257 - Comcast Data Caps**

**Date:** 10/12/2016 6:27:53 PM

**City/State/Zip:** Deer Park, Washington 99006

**Company Complaining About:** Comcast

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## **Description**

I am AGAINST data caps!

The Internet is now a fundamental human right and should not be infringed upon by data caps. A family of Internet heavy users can easily go past 1 TB a month. This data cap proposal is a money grab plain and simple.

PLEASE DO SOMETHING. HEAR OUR VOICES

WE DO NOT WANT DATA CAPS. That will only hinder us as a nation. So many countries are ahead of us in terms of Internet speeds, data, and competition.

Quit giving in to corporate interests and listen to your citizens for once!

WE DO NOT WANT DATA CAPS. DATA IS FREE TO TRANSMIT! OUR MONTHLY PAYMENTS FOR INTERNET ACCESS IS PLENTY ENOUGH TO TAKE CARE OF INTERNET LINES AND EVERYTHING ELSE.

PLEASE DO NOT LET DATA CAPS HAPPEN!!!!!!

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**Ticket: # 1260260 - Data Caps**

**Date:** 10/12/2016 6:28:13 PM

**City/State/Zip:** Easton, Pennsylvania 18040

**Company Complaining About:** Comcast

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## **Description**

Data caps are not fair for everyone. Many people only have 1 ISP to choose from and if that ISP decides to implement data caps things get too expensive too quickly. There is no regulation to monitor how much data is being used so a consumer can completely eat up all their data without knowing about it until they received an email or bill. I personally don't have issues with my ISP but I want to stand up for the people that do. I'm doing this in regards to this post on reddit:

[https://www.reddit.com/r/technology/comments/5749a8/we\\_need\\_to\\_make\\_it\\_clear\\_to\\_the\\_fcc\\_that\\_we\\_want/](https://www.reddit.com/r/technology/comments/5749a8/we_need_to_make_it_clear_to_the_fcc_that_we_want/)

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**Ticket: # 1260263 - Comcast Data Caps**

**Date:** 10/12/2016 6:28:31 PM

**City/State/Zip:** Sunnyvale, California 94086

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Please note that other Internet Service Providers are rolling out or have rolled out similar policies.

Sincerely,

(b) (6)

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**Ticket: # 1260277 - Comcast data caps**

**Date:** 10/12/2016 6:30:23 PM

**City/State/Zip:** Nibley, Utah 84321

**Company Complaining About:** Comcast

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## **Description**

I'm writing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications

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[Ticket: # 1260349 - Comcast 1TB data cap](#)

**Date:** 10/12/2016 6:44:21 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## **Description**

Comcast recently issued a new data cap on my internet service. Being self-employed and working from home I use a large amount of data transfers for my IT job and 4k video streaming, all of which will use increasing amounts of data, potentially going over this 1TB cap within the next year

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**Ticket: # 1260328 - Comcast Data Caps**

**Date:** 10/12/2016 6:39:47 PM

**City/State/Zip:** Alto, Michigan 49302

**Company Complaining About:** Comcast

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## **Description**

1 TB download limit infringes on open accessible internet. By imposing data caps, my choices for streaming media are impacted and limited. This directly benefits the ISP as they provide a competing product (cable television). I don't have another option for ISP due to municipal monopoly to force competition for my business. Unlimited access to Internet content is crucial for free exchange of ideas and technological and social advancement. Please enforce the ideals of an open neutral internet and disallow ISPs from imposing data caps!

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## Ticket: # 1260495 - Data Caps for Internet Usage

**Date:** 10/12/2016 7:12:27 PM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Comcast

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### Description

Comcast recently informed me that a 1TB (terabyte) data cap will be imposed on my internet consumption. Their email claims that 1TB (1000 gigabytes) is a totally huge number and virtually nobody would ever exceed that. This is objectively false. I will list some reasons why:

1) Streaming HD video (1920x1080, referred to as "1080p") from Netflix requires 3GB/hour.

Therefore, it would take 333 hours to fill up a 1TB, or 11 hours of HD video per 30 day month. While watching 11 hours of TV a day is not exactly healthy, it is also NOT ILLEGAL and cannot be made illegal by Comcast.

2) According to Netflix, streaming 4k video (4000x2000p) requires 7GB per hour. Therefore, it would only take 142 hours of 4k video to reach a 1TB cap, or just 4.76 hours of 4k video per day. 4.76 hours of tv per day is very achievable for the average American.

3) The above calculations assume that only 1 person in your household watches Netflix AND assumes that YOU ARE NOT DOWNLOADING ANYTHING ELSE EVER (which is literally stupid to suggest, as we're all downloading things all the time. My phone downloads stuff without telling me). This doesn't even mention other possible sources of large downloads. I have purchased 3 games in the last 2 months, requiring downloads totalling approximately 350GB.

I am NOT a heavy gamer by any means, yet I would easily start to brush up against my data cap just by watching a couple hours of Netflix in 4k and downloading a couple games, not to mention the bandwidth required to actually play the games, since they require an active internet connection to play.

I have 120GB of music files on my laptop, which I regularly backup to the cloud. If I backup these files once a month, that's 12% of my data cap. If I back them up twice a month, that's now 24% of my data cap.

Comcast is intentionally hiding behind language of "One terabyte is a massive amount of data – less than 1% of our customers use that amount in a month." Yet by even the most conservative projections, 1TB will begin to be the MINIMUM amount of monthly data an adult American with multiple connected devices can reasonably expect to consume.

Additionally, this quote from their email is a literal lie: "With a terabyte of data you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of online games, or download 60,000 high-res photos in a month."

As we just went over, according to Netflix's published requirements of 3GB/hour for HD video, you should only be able to watch 333 hours.

Lastly, anyone with any sort of technical competency can understand exactly why data caps are completely arbitrary profit grabs.

<http://arstechnica.com/staff/2014/10/analysis-wireless-data-caps-more-about-profit-than-congestion/>

This article details it quite well, however, the basic technical infrastructure behind the internet doesn't care how much data you use per month. In fact, the only thing that can affect the overall quality of the internet speed is the number of users currently accessing the network (that's why the internet is fast at night when most people sleep and slow at 7pm when most people are home and browsing). It's not exactly like water or electricity; there's no limit to the amount of internet available, we're not pulling the internet from the limited supply of fresh glacial Internet, there's no reservoir of internet that's drying up. If you use 10GB/s of bandwidth, all that matters is that if other people near you also try to use the internet, they'll find that you're hogging it. However, this is easy to deal with, as the ISP can simply divert some of your bandwidth to other users and slow you down to 5GB/s temporarily.

The only reasonable argument I have ever heard is that during PEAK USAGE, it makes sense to limit high bandwidth users so that no one person can slow down multiple others. However, limiting bandwidth outside of peak usage literally has no effect on anything. Again, there is no internet reservoir that we are draining, the internet is limited solely by the number of access points provided by the ISP.

Keeping track of how much bandwidth a person uses over an entire month has literally nothing to do with the performance of said internet or the cost to the ISP. Cost to ISPs depends on the physical infrastructure they laid down, not how many youtube videos end users watch.

Lastly, I have to make a plea for net neutrality and the classification of internet as a protected utility. The USA has fallen far behind China, Korea, Japan, and now even Europe in regards to internet speeds for both physical and mobile devices.

<http://www.pbs.org/newshour/updates/internet-u-s-compare-globally-hint-slower-expensive/>

This article notes that there is a lack of competition, leading to companies simply charging more for the exact same service. These companies, without competition, have no incentive to increase speed in anyway, and must be obligated by law to increase internet speeds.

When you have a company that intentionally acts against it's consumers interests, you must require it by law to provide better service to it's customers. In 2015, Comcast reported \$16 Billion in Operating Income, with \$8.16 Billion in Net Income. This company profits handsomely off Americans every year, yet refuses to make significant upgrades to its internet speeds.

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[Ticket: # 1260337 - Internet Data Caps inherently cripple innovation opportunities.](#)

**Date:** 10/12/2016 6:40:41 PM

**City/State/Zip:** San Jose, California 95134

**Company Complaining About:** Comcast

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## **Description**

Comcast is beginning to roll out data caps, charging customers who use more than a Comcast-determined amount of acceptable Internet bandwidth extra money.

The Internet is probably the fastest-growing technological area, with new and innovative ways of leveraging its connectivity being invented with increasing frequency. All of these innovations require some amount of bandwidth. If cable companies are permitted to place absolute (and arbitrary) upper bounds on the bandwidth resource, they effectively place upper bounds on the innovation that is available to their customers. This places them in a position to control, throttle, or stifle that innovation as they see fit.

The Internet sectors (and, consequently, knowledge, commerce, and technology) of countries that are unhindered by these restrictions will grow faster than those with. This is, in many ways, hamstringing America.

The Internet is a gateway to knowledge, learning, entertainment, news, information, commerce, and many other critical aspects of our everyday lives. ISPs imposing arbitrary and artificial restrictions on its usage impacts everyone.

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[Ticket: # 1260394 - Internet Neutrality](#)

**Date:** 10/12/2016 6:53:20 PM

**City/State/Zip:** Antelope, California 95843

**Company Complaining About:** Comcast

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## **Description**

Please do not let ISPs roll out data caps or enact "zero rating" programs. They do not assist the public in any way, are not necessary for the ISP \$\$ bottom line, and only further limit the basic resource of the world wide web.

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**Ticket: # 1260352 - Comcast Data Caps**

**Date:** 10/12/2016 6:44:37 PM

**City/State/Zip:** Tigard, Oregon 97224

**Company Complaining About:** Comcast

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## **Description**

I'm writing this on behalf of my parents, who are Comcast customers. Comcast is engaging in illegal practices by applying 1TB data caps to their internet service in the Portland, Oregon area. While my parents don't hit that threshold yet, services are becoming so heavily internet-dependent that they can't help but hit it within a few years. Comcast is treating the internet like a commodity when it has clearly become a necessity and a utility. It's FAR beyond the time for the FCC to act and put wannabe oligarchs like Comcast in their place. I expect nothing less than a severe penalty against Comcast and laws to prevent them from this shady, illegal practice. To do nothing is an affront to the internet and all it stands for. Do the right thing!

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[Ticket: # 1260354 - Data Caps](#)

**Date:** 10/12/2016 6:44:49 PM

**City/State/Zip:** Holt, Michigan 48842

**Company Complaining About:** Comcast

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## **Description**

The data caps that Comcast has been imposing on all their service areas are unnecessary and only serve to extort more money from people who already only have a monopoly in their area for internet. With the ever increasing data filled world they are working against consumers best interests but since they have a monopoly in many areas they don't seem to care.

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**Ticket: # 1260357 - Comcast Data Caps**

**Date:** 10/12/2016 6:45:16 PM

**City/State/Zip:** Caledonia, Michigan 49316

**Company Complaining About:** Comcast

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## **Description**

I recently got an email from Comcast about my unlimited plan changing to a plan with a data cap. This is a threat to the open and neutral internet because of the conflict of interest Comcast has toward getting people to sign up for an otherwise unwanted TV service. Seems to be a clear abuse of a monopoly position being used to discourage the use of alternative means of watching TV or movies such as Netflix. Comcast TV and internet services should be separated to reduce the conflict of interest between adding data caps in order to drive business to the TV side.

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**Ticket: # 1260398 - Comcast 1 TB Monthly Data Cap**

**Date:** 10/12/2016 6:53:46 PM

**City/State/Zip:** Snoqualmie, Washington 98065

**Company Complaining About:** Comcast

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**Description**

I am extremely disappointed that Comcast will soon be bringing its 1 Terabyte data cap to Washington state. It is my opinion that uncapped access to digital content at reasonable speeds is essential. As a software developer I use the internet not just for entertainment and communication, but also as a primary tool of my trade.

In my current residential area there are only two options for wired internet, Comcast Xfinity and Century Link. Comcast offers high speeds but (soon to be) capped data. Century Link offers subpar speeds (25mbps max at a higher price than Xfinity 105mbps) but uncapped data. If it were possible I would switch to a better provider in a heartbeat.

One thing that irks me about this issue specifically, is that I entered into an agreement with Comcast shortly upon purchasing my home 1 year ago for unrestricted internet access at a relatively consistent speed. I do not understand how I am fully expected to honor a service contract with them while they in fact may decide to cap the data arbitrarily at any time. This seems like an injustice at best.

I would like the FCC to take action to ensure that internet providers may not impose arbitrary data caps, or at least ensure that consumers are not price gauged with large fees to eliminate said caps (\$50 per month in Comcast's case).

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[Ticket: # 1260366 - Comcast Data Cap](#)

**Date:** 10/12/2016 6:46:27 PM

**City/State/Zip:** Ogden, Utah 84403-5923

**Company Complaining About:** Comcast

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## **Description**

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

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**Ticket: # 1260370 - I want UNCAPPED internet access.**

**Date:** 10/12/2016 6:47:41 PM

**City/State/Zip:** Anacortes, Washington 98221

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

<https://www.dslreports.com/shownews/The-FCC-Has-Received-13000-Complaints-About-Comcast-Data-Caps-135895>

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

<https://help.netflix.com/en/node/87>

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

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**Ticket: # 1260381 - Comcast and other ISP data caps**

**Date:** 10/12/2016 6:49:39 PM

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

**Company Complaining About:** Comcast

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## **Description**

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself [admitted](<https://gizmodo.com/comcast-will-cap-more-peoples-data-because-of-fairness-1740913276>) in [internal customer service guidelines that these caps aren't about network congestion](<https://i.imgur.com/quf68FC.jpg>). Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1260871 - Comcast Data Caps**

**Date:** 10/12/2016 8:46:23 PM

**City/State/Zip:** Beaverton, Oregon 97008

**Company Complaining About:** Comcast

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**Description**

Beginning in November, Comcast (the only real option as far as ISP providers in the Portland OR area go) will be rolling out a 1TB Data Cap to all it's customers.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. This is an unfair practice that brings back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use.

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

I'm writing this email in hopes this will raise public awareness of this issue and flood you, the FCC, with our community's complaints and input so we don't have to deal with a stifled internet.

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**Ticket: # 1260386 - Removal of Unjust Caps Set by ISPs**

**Date:** 10/12/2016 6:51:16 PM

**City/State/Zip:** Lake Station, Indiana 46405

**Company Complaining About:** Comcast

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### **Description**

My ISP is implementing monthly data caps on internet users with no good reason other than to seek higher revenues and profits with lower cost of operation overall (see attachment). It's even more bizarre is that if Comcast has competition, it removes these data caps to compete with much better ISPs that give out faster speeds and lower price.

Without better laws put in place for current ISPs, we can see more tactics like this to come that would leave customers with lack of choice or say of what ISP they can pick.

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**Ticket: # 1260393 - Comcast Data Cap**

**Date:** 10/12/2016 6:53:07 PM

**City/State/Zip:** Portland, Oregon 97230

**Company Complaining About:** Comcast

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**Description**

I live in Portland OR and have comcast because it is the only high speed provider in the area. In november, they are starting to data cap customers in an attempt to collect more money and limit the internet.

Comcast's data cap policy is a flawed measure against those who would go without cable TV, and a direct action against companies like Netflix or Amazon that have actually innovated over the past decade rather than sit pretty on a monopoly of tv shows full of ads and infomercials.

This is an unfair practice that brings back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

We need more options, and we need less corporate greed. Please stop this data cap, and help us get more internet providers in Portland.

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**Ticket: # 1260423 - Net Neutrality**

**Date:** 10/12/2016 6:59:28 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast

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## **Description**

Hello,

I'm looking to contact FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. Please listen to the people and protect their rights.

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**Ticket: # 1260497 - New Comcast Data Caps**

**Date:** 10/12/2016 7:12:31 PM

**City/State/Zip:** Santa Clara, California 95051

**Company Complaining About:** Comcast

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## **Description**

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

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

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

This leads us to the only remaining reason that Comcast would implement data caps, and that's to increase profits without making any changes or upgrades to their services. While a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, should be held to a different standard. There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating. This behavior is also anti-competitive, as it specifically designed to curb the usage of streaming services such as HBO Go, Hulu, Netflix, and YouTube. As these streaming media services begin to roll out Ultra HD streaming, it becomes easier and easier to hit a 1 Terabyte cap. In terms of a 4K movie, 1 TB is equal to roughly 10 movies. I live in a house with 4 other working professionals, and it's easy to see that Comcast is purely trying to sabotage our desires to consume the media that we choose that just so happen to compete with their own Cable TV service.

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**Ticket: # 1260441 - ISP data caps**

**Date:** 10/12/2016 7:02:30 PM

**City/State/Zip:** San Francisco, California 94103

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

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[Ticket: # 1260524 - Data Caps](#)

**Date:** 10/12/2016 7:16:08 PM

**City/State/Zip:** Fort Myers, Florida 33905

**Company Complaining About:** Comcast

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## **Description**

To the good people at FCC,

As you are aware, Comcast plans to instill data caps into their internet plan. Its absolutely ridiculous and I'm sure I don't need to expand on how data caps are not only anti-consumer and but how they also hinder competition. Please help ensure that this does not go through. We are now in an era where internet is no longer seen as a luxury.

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**Ticket: # 1260462 - Comcast Data Caps**

**Date:** 10/12/2016 7:05:47 PM

**City/State/Zip:** Santa Maria, California 93454

**Company Complaining About:** Comcast

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## **Description**

Hello, I learned recently that Comcast would be implementing data caps nationwide and I am both worried and disappointed. I pay nearly \$100 dollars a month for only Internet and my family and I use streaming services rather than cable. Having a data cap feels like a punishment for not having cable. The Internet is not a limited resource and there is absolutely no reason for a cap, this is an obvious way for Comcast to try to make more money off of consumers and unfortunately, I alone can't do much about it. The other providers in my city are slow and Comcast thinks it can bully me around. Please help.

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[Ticket: # 1260560 - Data Caps](#)

**Date:** 10/12/2016 7:27:19 PM

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

**Company Complaining About:** Comcast

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## **Description**

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

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**Ticket: # 1260465 - Comcast's Data Caps are Dangerous**

**Date:** 10/12/2016 7:06:08 PM

**City/State/Zip:** Kent, Washington 98030

**Company Complaining About:** Comcast

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**Description**

To whom it may concern:

Comcast, operating as what is essentially a monopoly, is taking advantage of its position of power over the consumer by regulating and limiting a heavily depended on, necessary utility to the detriment of their own customers. They, however, have the potential to benefit immensely.

This data cap will be a massive hinderance to small business owners, creative workers, cord cutters, and families alike. No one will benefit from this, and yet the vast majority of Americans can't simply just "get another ISP" if they're unhappy with it. My family is in that position, where we consistently recieve horrific customer service, irregular and unfair charges, and other examples of poor business etiquette; however, we have no other option available to us.

That is why it falls to you, the FCC, to protect the consumer from this blatant extortion.

Beyond the immediate ramifications, this data cap also sets an ugly precedent for what Comcast can and will continue to do at the expense of the people who rely on their service.

I thank you for all of your efforts in the fight for net neutrality, and I anticipate that you will make the right decision at this juncture, as well.

Sincerely yours,

(b) (6)

Kent, WA

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**Ticket: # 1260472 - Comcast's unfair treatment of its customers**

**Date:** 10/12/2016 7:06:58 PM

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

**Company Complaining About:** Comcast

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## **Description**

I'm contacting FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1260529 - Data Caps](#)

**Date:** 10/12/2016 7:19:46 PM

**City/State/Zip:** Aberdeen, Washington 98520

**Company Complaining About:** Comcast

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**Description**

Data Caps are unfair

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**Ticket: # 1260476 - Comcast Data Caps**

**Date:** 10/12/2016 7:08:21 PM

**City/State/Zip:** Jacksonville, Florida 32225

**Company Complaining About:** Comcast

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## **Description**

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

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**Ticket: # 1260499 - Data caps forced on users by ISP's****Date:** 10/12/2016 7:12:48 PM**City/State/Zip:** Duncan, Oklahoma 73533**Company Complaining About:** Comcast

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**Description**

Dear FCC,

Over the past few years, many ISP companies, much like Comcast and AT&T, have slowly started introducing hard data caps on their users. The trend is growing at an alarming rate and is being adopted by many other ISP's because of one factor; greed. We live in a world where the internet is an essential tool for millions of people, on a day to day basis. Many people rely heavily on internet usage for work, while others deploy it in their households for media consumption and staying up to date on current events.

The data usage caps being promoted and deployed by these ISP's are forcing users to choose what they can and cannot do on the internet because of the forced caps. This act is creating a struggle for end users to continue enjoying the freedom of the internet and all that it stands for, all while the "too big to fail" companies like Comcast, AT&T, Verizon, CableOne, and many others sit back and laugh because there is no regulation placed on data caps. They can stick it to their users time after time and not be punished. It's immoral, and just plain wrong. These acts also put a damper on competition in the most direct way, especially when it comes to the media consumption portion that millions of people rely on in their households, day in and day out. Some examples include: Steam, Netflix, Hulu, Playstation Vue, SlingTV, GoG, etc.

Take one look at South Korea and Japan. These countries are currently pushing the limits of technology with publicly available two gigabit (yes, 2 gigabits/second) internet, at low cost to their users with absolutely ZERO data caps all over the country. While you're at it, take a look at a large majority of European countries and their gigabit infrastructures that have been in place for decades. These countries pay so little, yet get so much versus the United States when it comes to Internet factor. They also do not have to worry about the nonsense that is a data cap.

We live in one of the most technologically advanced countries in the world, and yet we are so far off the path of continuing to develop and promote a free and open internet that it's not even funny. You cannot tell me that something can't be done to stop this crazy nonsense and get things headed in the proper direction. It's almost mind boggling how data caps are even a thing, especially in 2016. Bandwidth is not a finite resource that is mined from the Earth like oil. It's not magically "out" when you hit your data limit for the month and it does not disappear into thin air.

The people who are directly affected will be standing up for the same thing as I am now, because they know that it is unjust and unfair. Just because a large corporation is finding it difficult to keep up with other competing entities with their products, does not give them the right to hammer their users over and over by enforcing a strict policy that doesn't even make sense. All of this, just so that they can continue lining their pockets by preying on the defenseless users.

Please stop this nonsense, and help promote a more free and open internet.

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**Ticket: # 1260488 - Data Caps**

**Date:** 10/12/2016 7:11:43 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Comcast

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## **Description**

Data caps stifle competition by increasing the costs to use internet services for everyday Americans. Netflix and other internet entertainment services are a threat to Comcast's traditional cable revenue. Comcast is creating restrictive data caps to deter its customers from using services like Netflix. Other services like online gaming are being negatively affected by these caps.

Comcast bandwidth metering is inaccurate. The metered amount does not reflect my real world use. On occasions when I am out of the area and the modem is unplugged it will still show use. In other situations it will show very little use while the line is actively being used. There is no transparency regarding how overages are decided, or how the bandwidth is metered.

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**Ticket: # 1260505 - Comcast Data Caps****Date:** 10/12/2016 7:13:32 PM**City/State/Zip:** Santa Rosa, California 95403**Company Complaining About:** Comcast

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**Description**

I'm asking FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1260519 - Data Caps**

**Date:** 10/12/2016 7:15:38 PM

**City/State/Zip:** St. Johns, Florida 32259

**Company Complaining About:** Comcast

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## **Description**

I'm writing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. Please get rid of these loopholes and allow internet users to have choices rather than being dictated to by one corporation. Comcast is a destructive monopoly and it needs to be dissolved so that the opportunities afforded by a free market can be realized.

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**Ticket: # 1261620 - Data caps**

**Date:** 10/13/2016 7:13:00 AM

**City/State/Zip:** Bunnlevel, North Carolina 28323

**Company Complaining About:** Comcast

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## **Description**

### 1. Comcast

The cable and media giant that dominates the fixed broadband market is coming up with inventive ways to favor its own content over competing streaming video apps by imposing data caps in select markets and exempting its own video app Stream TV from those caps. This is a textbook example of an ISP tilting the playing field in its own interest.

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

### 2. Verizon and AT&T

Both companies have sponsored data programs, creating a new toll for websites and applications who want to reach customers without impacting their data caps. This is a radical shift in Internet architecture and business models, letting ISPs seek payments for the first time from websites, app makers, and content providers that are not their customers. This creates huge barriers for start-ups and small players that can't afford a toll. They no longer have a fair shot at reaching people online. Thus, Verizon's and AT&T's program create the same harms as "fast lanes" would have if they weren't already banned. It also means ISPs could keep data caps low just to give sites a greater incentive to pay for an exemption.

### 3. T-Mobile

The Binge On program lets you watch all the streaming video you want, but there's a catch. That unlimited streaming comes only from selected partners like Netflix, Hulu, Amazon and others. While any video provider can enroll in the program, the technical requirements are substantial. What's worse, to pull off the plan, T-Mobile is downgrading the quality of all videos. HTML5 HD videos hosted on independent websites suffer the most. On these sites, T-Mobile users will see the dreaded "buffering" icon, not the video they're looking for.

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**Ticket: # 1260537 - Data Caps on Internet Access**

**Date:** 10/12/2016 7:21:21 PM

**City/State/Zip:** Marysville, California 95901

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

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[Ticket: # 1260553 - Data Caps on Internet](#)

**Date:** 10/12/2016 7:25:26 PM

**City/State/Zip:** Beachwood, New Jersey 08722

**Company Complaining About:** Comcast

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## **Description**

Data caps are an unfair limit on a piece of technology that is a big part of our lives. Having data caps limits our entertainment, ability to both socialize and work, along with restricting our personal daily habits. Also, adding data caps and then offering an unlimited option is price gouging. You are already giving us this privilege, all you are going to be doing is raising the price for no reason on this privilege.

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[Ticket: # 1260543 - Comcast Data Caps](#)

**Date:** 10/12/2016 7:23:39 PM

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

**Company Complaining About:** Comcast

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## **Description**

Point blank, data caps provided by an unreliable, arbitrary third party are unethical, and should be unlawful. I'm asking the FCC to stand with me and millions of others to ban data caps.

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**Ticket: # 1260544 - Comcast Data Cap**

**Date:** 10/12/2016 7:23:57 PM

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

**Company Complaining About:** Comcast

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## **Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. Like many my age, I do not subscribe to cable television and watch most of my television through broadcast or streaming. But besides entertainment, I use the internet to do a great amount of business as a web designer. I understand how the internet works and how it was developed. With that understanding, it is completely unreasonable that a company that had been deeded a local.monopoly charge me for both speed (bandwidth)and consumption of a limitless supply (data) with no restriction or consumer protection. This barrier is nothing more than a price gouging tactic from a company which already makes an unreasonably large profit. And it's placed squarely on the backs of the citizenry. Our citizenry deserves better. This behavior from the largest cable provider should not be allowed to continue. We paid for the infrastructure to put cable in the ground and we pay Comcast directly for the last mile connection. The internet was paid for by all of us, and to limit it's use is effectively a toll on our productivity. We can go on and on about the potential hazards of a data cap, but make no mistake, this is a Pandora's box and it should never be opened.

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[Ticket: # 1260861 - Data Caps](#)

**Date:** 10/12/2016 8:41:48 PM

**City/State/Zip:** Ogden, Utah 84401

**Company Complaining About:** Comcast

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## **Description**

The Comcast/Xfinity data caps are ridiculous, and should be investigated. The data measurement system has flaws and is not transparent.

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[Ticket: # 1260577 - data caps](#)

**Date:** 10/12/2016 7:30:40 PM

**City/State/Zip:** San Mateo, California 94403

**Company Complaining About:** Comcast

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## **Description**

stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1260580 - Removing data caps](#)

**Date:** 10/12/2016 7:31:13 PM

**City/State/Zip:** Perry, Iowa 50220

**Company Complaining About:** Comcast

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## **Description**

I am sending this correspondence today to lend voice to those who would fight against data caps. There is no need for data caps other than for those companies who wish to control the Internet. This is a continuation of net neutrality and it must be stopped. The Internet in today's society has more of an impact than ever before and limiting it in any way should be illegal. Please do everything in the FCC's power to stop data caps from being implemented and to have them removed completely. Thank you for your time.

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**Ticket: # 1260583 - Data Caps**

**Date:** 10/12/2016 7:31:52 PM

**City/State/Zip:** Albuquerque, New Mexico 87112

**Company Complaining About:** Comcast

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## **Description**

Data caps exist only for market competition and serve no real purpose other than to keep companies as a monopoly. The internet is no longer a luxury and is essential just like any other utility. This should be a right just like water or electricity and should not be limited for corporate greed.

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**Ticket: # 1260588 - Comcast starting 1TB monthly data cap**

**Date:** 10/12/2016 7:32:16 PM

**City/State/Zip:** West Linn, Oregon 97068

**Company Complaining About:** Comcast

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## **Description**

After years of cap-free internet service, Comcast / Xfinity is rolling out an all-new data cap in Oregon. They will charge me \$10 extra per month for every 50GB over a 1TB limit.

The information is at this URL (attached below): <https://dataplan.xfinity.com/faq/>

There is no technical reason for the cap - Comcast has plenty of capacity. They are exempting their own video service, so the cap is designed to prevent users from subscribing to competing video services.

Comcast has a poor record of accurately recording customers' usage. If they erroneously say that you are over the limit, there is no way to prove exactly how much data you actually used.

I have no other choice for high speed internet in my area. CenturyLink is too slow for my work, and we have no other options (such as fiber) in my town.

Chairman Wheeler, please help customers avoid these unnecessary data caps. All it does is dramatically increase profits for this monopoly provider, when they already make money on the cap-free internet service, and have plenty of capacity available in their network.

Thank you in advance for your help. -cheers, (b) (6)

West Linn, Oregon

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**Ticket: # 1260593 - Comcast 1TB Cap**

**Date:** 10/12/2016 7:32:48 PM

**City/State/Zip:** Lakewood, Colorado 80227

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

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**Ticket: # 1260595 - Comcast Data Caps**

**Date:** 10/12/2016 7:33:09 PM

**City/State/Zip:** Denver, Colorado 80204

**Company Complaining About:** Comcast

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## **Description**

I have recently been subjected to a data cap that I haven't agreed to. I'm submitting a complaint to urge the FCC to stand with Internet users and pass strong, loophole-free rules against so-called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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## Ticket: # 1260608 - Stop Data Caps by ISPs - Uncapped Internet Is Necessary For The Future

**Date:** 10/12/2016 7:36:45 PM

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

**Company Complaining About:** Comcast

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### Description

I'm contacting the FCC to urge it to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion (<https://i.imgur.com/quf68FC.jpg>). Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1260620 - Data caps**

**Date:** 10/12/2016 7:40:21 PM

**City/State/Zip:** Erie, Pennsylvania 16504

**Company Complaining About:** Comcast

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## **Description**

I am writing to urge Tom wheeler to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications

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[Ticket: # 1260622 - Data Caps](#)

**Date:** 10/12/2016 7:40:31 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15213

**Company Complaining About:** Comcast

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## **Description**

The implementation of data caps is an affront to the nation and it is imperative for progress that they be prohibited immediately. There is no legitimate technical reason for these caps; there are internal service guidelines that admit that these caps are not about congestion. Comcast is attempting to maintain its monopoly over the internet service providing industry.

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**Ticket: # 1260624 - Comcast data cap rollout**

**Date:** 10/12/2016 7:40:51 PM

**City/State/Zip:** Beaverton, Oregon 97006

**Company Complaining About:** Comcast

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## **Description**

Beginning in November, Comcast (the only real option for ISP provider in the Portland OR area) will be rolling out a 1TB Data Cap to all it's customers.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. This is an unfair practice that brings back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use.

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

I'm writing this email in hopes this will raise public awareness of this issue and flood you, the FCC, with our community's complaints and input so we don't have to deal with a stifled internet.

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**Ticket: # 1260631 - Comcast Data Caps**

**Date:** 10/12/2016 7:42:42 PM

**City/State/Zip:** Eugene, Oregon 97404

**Company Complaining About:** Comcast

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## **Description**

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1260632 - Comcast data cap**

**Date:** 10/12/2016 7:43:07 PM

**City/State/Zip:** Albany, Oregon 97322

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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**Ticket: # 1260635 - Complaint against data caps**

**Date:** 10/12/2016 7:44:04 PM

**City/State/Zip:** Barrington, Illinois 60010

**Company Complaining About:** Comcast

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## **Description**

"I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. "

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[Ticket: # 1260637 - Data caps](#)

**Date:** 10/12/2016 7:44:53 PM

**City/State/Zip:** San Jose, California 95129

**Company Complaining About:** Comcast

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## **Description**

The new data caps that Comcast is implementing should not be allowed because they are not an honest attempt to manage network congestion. Instead the caps are an effort to push people to keep using cable television. This is extremely anticompetitive and monopolistic.

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**Ticket: # 1260727 - Internet Data Caps****Date:** 10/12/2016 8:07:11 PM**City/State/Zip:** Clinton, Massachusetts 01510**Company Complaining About:** Comcast

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**Description**

Comcast, which the FCC recently fined for its terrible business practices, is once again attempting to stifle internet freedom and availability in its pursuit of profits. Our world has reached a point where even the U.N. recognizes internet access as a basic human right, and Comcast's implementation of data caps is a looming threat to this right.

In many locations, Comcast has already implemented a 1TB data cap on its customers. The company claims this is a reasonable limit that few users will exceed, but the data caps will inevitably be implemented to Comcast customers in all regions. And before long the 1TB limit will be reduced to 750 or even 500GB under the same pretense that "most customers don't use that much data". Eventually those internet data caps will be cripplingly low, and customers will be charged exorbitant amounts to upgrade their internet plans. Moreover, because many areas - such as the city where I live - only have one major internet service provider. That means customers have no reasonable alternative, and Comcast has an effective monopoly to charge whatever rates they desire. Of course this is a symptom of a larger problem, but emphasizes the point that Comcast can abuse these data caps with little regulation and doesn't have to worry about losing any customers.

In addition to these concerns about customer abuse, the data caps are another way for Comcast to slowly infringe upon net neutrality. What happens when users can't stream Netflix or Hulu because of their data limit, but Comcast's own X1 streaming service conveniently doesn't count towards their own data limit. Is that not the same as providing preferential speeds to certain websites and services while limiting others to the internet slow lane?

Finally, consider this point. Does it sound reasonable for a cable company to limit how many hours of TV you can watch every month? If that sounds absurd, then the idea of internet data caps should as well. Please consider these facts carefully when considering the current state of internet service, and prevent internet data caps from becoming a harsh reality.

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[Ticket: # 1260652 - Comcast data caps](#)

**Date:** 10/12/2016 7:48:39 PM

**City/State/Zip:** Nashville, Tennessee 37216

**Company Complaining About:** Comcast

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## **Description**

Comcast is one of 2 ISPs in my area. They are Implementing data caps in order to convince consumers that they should pay per unit for data. This sets a dangerous precedent, since increased data usage is inevitable in the future and unlike other resources, data costs nothing to transport once the infrastructure is in place. If Comcast is allowed to implement these caps, other companies will follow (because they can and because there is almost no competition among ISPs). This will be bad for consumers, bad for businesses that rely on an internet connection to operate, and bad for the future of the internet.

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**Ticket: # 1260654 - Data Caps- are WRONG**

**Date:** 10/12/2016 7:49:11 PM

**City/State/Zip:** Houston, Texas 77024

**Company Complaining About:** Comcast

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## **Description**

I'm writing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1260655 - Comcast Internet Data Cap](#)

**Date:** 10/12/2016 7:49:11 PM

**City/State/Zip:** Pekin, Illinois 61554

**Company Complaining About:** Comcast

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### **Description**

I'm opposed to data caps this needs to be done away with. Comcast has proven time and time again they are an unethical company. I have no doubt that once this is imposed upon me next month they will say I'm using much more data than I am.

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**Ticket: # 1260667 - Comcast data caps**

**Date:** 10/12/2016 7:52:59 PM

**City/State/Zip:** Coos Bay, Oregon 97420

**Company Complaining About:** Comcast

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## **Description**

Beginning in November, Comcast (the only real option for ISP provider in the Portland OR area) will be rolling out a 1TB Data Cap to all it's customers.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. This is an unfair practice that brings back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use.

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

I'm writing this email in hopes this will raise public awareness of this issue and flood you, the FCC, with our community's complaints and input so we don't have to deal with a stifled internet.

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**Ticket: # 1260952 - Internet Data Caps****Date:** 10/12/2016 9:12:53 PM**City/State/Zip:** Galveston, Texas 77550**Company Complaining About:** Comcast

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**Description**

I wish to convey my dissatisfaction with Comcast's recent announcement to limit my, and many others' monthly data usage to 1 gigabyte per month with severe penalties for going over the limit. Although I have never come close to hitting this data limit, Comcast instituting this apparently unnecessary restriction signals to me nothing more than greed, anti-consumer policies, and the creation of an artificial limit on data for the sole reason of charging consumers more. The internet is not a finite resource like oil or food which is subjugated to supply and demand. In fact, the internet has become a basic utility and arguably a human right that should not be allowed to be limited to any person or have restrictions imposed upon it.

As for the limit itself, 1 gigabyte may seem like a substantial amount, but size of files being transferred over the internet have been growing rapidly and in a few short years this 1 gigabyte limit will not be sufficient for simple internet use, especially if a household has multiple people. Comcast knows this and is simply trying to get us used to the idea of having a limit now so that when the limit actually becomes an issue we would not fault Comcast for it, just like how we see cell phone data caps as a normal part of the service now. And in many other developed countries, data caps are unheard of. And not only do they not have data caps, internet is orders of magnitude faster for a fraction of what companies like Comcast charge per month.

Comcast is an unarguably extremely profitable company and should be investing in improving infrastructure to match that of other modernized countries. Instead, they continue to increase our rates for seemingly no reason, limit our internet speeds so that we trail far behind even some less developed countries, and now impose unnecessary and absurd data caps that are not justifiable in any way, no matter what Comcast might try and have us believe.

And my last point is concerning choice. Comcast is a virtual monopoly in many areas of the country so that consumers literally have no choice in who their ISP will be. This goes against the concept of a market free of monopolies and leaves Comcast free to charge whatever they want and impose absurd limitations on consumers leaving us no recourse. And this also gives them the power to limit access to services that Comcast and its' parent companies are in direct competition with, such as on demand streaming services. Internet is a necessary utility and a person can't simply switch to an ISP that offers better services when there is literally no other ISP to switch to. This is an issue that must be dealt with now for the sake of the consumer, the American people, and the future of the internet.

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**Ticket: # 1260670 - Comcast Data Caps**

**Date:** 10/12/2016 7:53:45 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is soon going to implement data caps on home broadband usage. Comcast has admitted that these caps are not about the technical limitations of their network, but instead they say that they are in the interest of "fairness". In reality, these caps are the opposite of fairness. As online streaming sites become ever more popular, cable companies are seeing declining subscriptions to their cable services. To combat these online streaming sites, Comcast is implementing data caps to punish those who decide to get their entertainment from the internet. Many consumers have little choice as to which broadband internet provider to choose. These data caps are anti-consumer and only serve to preserve the monopoly of Comcast. I want strong, decisive legislation with no loopholes to stop this practice.

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**Ticket: # 1260674 - Data Caps and Utility Exploitation**

**Date:** 10/12/2016 7:54:49 PM

**City/State/Zip:** Westerville, Ohio 43081

**Company Complaining About:** Comcast

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## **Description**

Comcast (and other major ISPs that are planning on following suit) have unveiled plans to begin arbitrarily capping the amount of data their customers can use over their broadband service. This practice is nothing but cold-hearted exploitation of an essential utility service that will have a chilling effect on virtually every aspect of internet use.

This practice will discourage cord-cutting customers who do not and have not used expensive cable television packages for years. Major services like Netflix, Hulu, HBO Now, Youtube, Twitch and a host of others all moving toward 4k streaming and other quality innovations that won't be available to the average customer if they afraid to turn on their computer or watch a movie with their family because their internet bill may skyrocket.

Virtually all videogames have some kind of online component and popular genres like MMO and MOBA games are entirely online and require a constant stream of data. Well-known and immensely popular games that require a constant internet connection like World of Warcraft, League of Legends, and hundreds of others will suddenly become far more costly for people to play.

We have a very modern household with my wife and three kids. Virtually all of us have multiple devices that are connected to the internet at all times. There would be no transparent or accurate way for us to measure how much data we are consuming at any given time and how much our ISP would be deciding to charge us for the privilege of access to our information and entertainment.

ISPs operate with massive profit margins and have broad monopolies and very little reason to innovate or lay down new fiber lines AS IS. Allowing them to impose artificial barriers to internet access so they can charge even more for a utility that all modern households are more and more reliant on for their connection to the outside world, work, entertainment, news, and every other facet of life is a tremendous step backward.

Please do not allow this to happen. Ban ISPs from imposing data caps on customers using land lines. These ISPs can always expand bandwidth by investing in infrastructure in heavily trafficked areas and they certainly have the money and revenue stream to do it. The greed has to stop.

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**Ticket: # 1260679 - Comcast Data Cap**

**Date:** 10/12/2016 7:55:54 PM

**City/State/Zip:** Flint, Michigan 48105

**Company Complaining About:** Comcast

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## **Description**

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

As a college student at the University of Michigan, internet extremely important to me since most of my work is done online. Assignments are posted and turned in online and readings and lecture powerpoint slides are online.

Comcast went from giving me unlimited internet for \$60 a month to limiting it to 1TB for the same amount of money. There aren't any competitors in the area I could switch to if I wanted to. They have a monopoly on internet in most of the country and can get away with charging whatever they want because of it.

It is the FCC's job to fix this. Data caps should be banned.

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**Ticket: # 1260686 - Data Caps for internet use**

**Date:** 10/12/2016 7:57:14 PM

**City/State/Zip:** Nashville, Tennessee 37206

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am writing in regards to the data capping trend we are seeing by major ISP companies for their internet packages. I will soon be moving to an area with no competition, and with comcast rolling out caps across the country I have little choice but to either go without internet, or pay hefty fines for my internet usage.

With no viable alternatives, I feel these caps are taking advantage of myself as the consumer. I love the stances the FCC has taken recently in protecting the rights of consumers against these ISPs and hope you can put an end to this nonsense as well.

Thank you, keep doing what you're doing!

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**Ticket: # 1260707 - Comcast's implementation of data cap stifle competition and prevent innovation**

**Date:** 10/12/2016 8:03:43 PM

**City/State/Zip:** San Bruno, California 94040

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently implemented a data cap to their internet service offering. Being the only provider in the area, I don't have an alternative choice.

The data cap is problematic due to a few reasons:

1. It stifles competition. I do not have cable TV, but instead, I choose Netflix as my primary source of TV content. Netflix is a competitor of Comcast. By limiting how much I can consume, Comcast is limiting their competitor's business.
2. I'm a technology innovator. Without high speed internet, none of my customer will upload videos or watch videos. Without high speed internet, Youtube cannot exist, Netflix cannot exist and certainly House of cards won't exist.
3. While the 1TB datacap sounds reasonable. But with a family of 4, you have essentially 250GB/person. This is a tiny amount of data when you consider 4k stream from Netflix, you can use up the 250GB in about 7-8 days.

This is unfair and given Comcast is a monopoly, it must be regulated and cannot provide internet access with cap.

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**Ticket: # 1260721 - Data Caps**

**Date:** 10/12/2016 8:06:36 PM

**City/State/Zip:** Spring Hill, Tennessee 37174

**Company Complaining About:** Comcast

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## **Description**

I've recently come to experience how primal it feels to be living with data caps and reduced Internet speeds after hitting a set data limit. The Internet is a utility that I cannot live without due to my job and paying additional fees just to have my job makes me feel like I'm paying the Comcast tax. This is absurd. Comcast shouldn't be slapped on the wrist for punishing cord cutters. They should be crippled. \$2 million is nothing to them when they siphon \$12 billion from helpless people.

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**Ticket: # 1261378 - Comcast data caps**

**Date:** 10/13/2016 12:03:39 AM

**City/State/Zip:** Portland, Oregon 97216

**Company Complaining About:** Comcast

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## **Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

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**Ticket: # 1260731 - Comcast Data Caps****Date:** 10/12/2016 8:07:29 PM**City/State/Zip:** Aurora, Colorado 80014**Company Complaining About:** Comcast

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**Description**

The cable and media giant that dominates the fixed broadband market is coming up with inventive ways to favor its own content over competing streaming video apps by imposing data caps in select markets and exempting its own video app Stream TV from those caps. This is a textbook example of an ISP tilting the playing field in its own interest.

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1260733 - Complaint against Comcast Data caps](#)

**Date:** 10/12/2016 8:07:48 PM

**City/State/Zip:** Albuquerque, New Mexico 87112

**Company Complaining About:** Comcast

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## **Description**

I'm contacting you to take a stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. "

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[Ticket: # 1260738 - Uncapped internet access](#)

**Date:** 10/12/2016 8:08:27 PM

**City/State/Zip:** Temple City, California 91780

**Company Complaining About:** Comcast

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## **Description**

Having a limit to internet access is unacceptable in this day and age(through data caps or limited speeds). I cannot support data caps or low speeds and will actively seek to not buy the service from companies that employ such tactics.

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**Ticket: # 1260741 - Data Caps for Comcast**

**Date:** 10/12/2016 8:10:22 PM

**City/State/Zip:** San Jose, California 95126

**Company Complaining About:** Comcast

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## **Description**

"I'm writing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. "

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**Ticket: # 1260757 - Comcast 1TB Data Cap in WA**

**Date:** 10/12/2016 8:16:28 PM

**City/State/Zip:** Bellingham, Washington 98225

**Company Complaining About:** Comcast

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## **Description**

I'm having an issue with Comcast, and really any other internet provider that is trying to implement these data caps. Comcast is trying to implement a 1TB data cap which initially doesn't seem like a big deal, but it is overall quite shortsighted. Today, we are able to stream 4k videos, play artistically beautiful video games, and amazingly have completely immersive experiences in VR. The common link with these amazing technologies is that they use, and will continue to use more and more data. 1 TB now if one were to choose to do all of these things would shortly put them over that limit, and if you even look back not that long ago 1mb was seen as a lot of data. Overall, I think data caps are a terrible, terrible idea that is only being pondered because we have no real competition in most areas in the US. The internet should be viewed as a necessary utility because it is nowadays for work, social life, etc. Please do not let us stagnate technologically for the short term profit of Comcast and other monopolistic companies stateside.

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**Ticket: # 1260758 - Complaint about Comcast Data Cap****Date:** 10/12/2016 8:16:49 PM**City/State/Zip:** Bedford, New Hampshire 03110**Company Complaining About:** Comcast

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**Description**

Imagine Ford sells you a car and in fine print they say "If you drive more than 300 miles in a month, engine will shut off, but you can pay us \$35 a month for unlimited driving" That is exactly what Comcast is doing. I worked as ISP Admin and actually upgraded most of the Americas big cities to go from 3mbps to 25mbps, cost was 1.7mil dollars for OC blades and few switches/fiber devices that were configured for redundancy. That same ISP charged people even now almost decade later \$30 more for internet. The intend of this complain is that 300GB of data cap was quite large back in 2005 because of video quality, websites, pictures, emails and everything else was not as good as nowadays. So please do something to remove this data cap.

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**Ticket: # 1260765 - Comcast Internet Data Cap being forced on me in a market with zero competition**

**Date:** 10/12/2016 8:17:43 PM

**City/State/Zip:** New Lenox, Illinois 60451-1116

**Company Complaining About:** Comcast

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## **Description**

I live in New Lenox, Illinois. The only fast internet available is through Comcast. AT&T only offers DSL at a very low speed. I'm a heavy data user with Netflix, Hulu, Amazon Prime Video, YouTube, gaming, Skype Video calls, etc. Comcast put on the cap on my existing plan and offered unlimited for 50\$ more per month. How ridiculous!! That's practically doubling the internet part of my bill! So I'm paying for a speed tier and a data cap removal. Yikes.

I feel this is being forced on me like a tax. I consume competing video services through my Comcast internet, so I'll be forced to pay more once the cap is surpassed. A 1TB data cap could be a lot for other customers, but I imagine when their internet appetites rise or they begin to use more internet-based services, they will eventually hit that maximum and be way too late to complain.

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[Ticket: # 1260772 - Comcast is rolling out data caps to consumers on a wider basis come Nov. 1st. Please step in and stop this!](#)

**Date:** 10/12/2016 8:18:51 PM

**City/State/Zip:** Portland, Oregon 97233

**Company Complaining About:** Comcast

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## Description

Comcast has decided to arbitrarily roll out data caps of 1TB to all its consumers on Nov 1st 2016. This makes me very angry for a number of reasons.

First of all, there is no limitation of resources. Just because someone uses over 1TB of data, they aren't taking away any data from other consumers. Data is not a precious resource like food, or petroleum, or anything else that can be quantified as a physical object. So I can't be using "more than my fair share". I'm paying for the access, so I should be able to access that data during my time I have paid. But now, I'm scared since I am a tech saavy person, that if I don't watch my data amount used like a hawk, I'm going to get slapped with ridiculous overage fees which do not go back into improving the network, simply into the pockets of Comcast so they can line them even further.

Second, who is tracking this data, how is it tracked, and how is it quantifiable? There is no transparency here. We don't know the algorithms. We don't know who is tracking it (is it comcast directly, or through a third party they hire? Who is that third party?). And if I am say, out of town for 2 weeks, and come back to my network infrastructure being compromised or hacked, and my usage has skyrocketed, who do I talk with about that? How can I contest my usage? The media has to use at least 2 sources to prove something, and I'm supposed to take the less than trustworthy Comcast's word that their third party (again, whomever that may be, we don't know) is not inflating numbers or has "misread the meter"?

Thirdly, this stifles competition. Comcast won't come out and say it, but YOU KNOW the reason why they are instituting these data caps: Netflix. Hulu. CBS On Demand. Crackle. ANY movie or tv show streaming service that isn't owned by Comcast. They feel like those other business are drawing consumers away from the TV and On Demand packages that they can charge for, so instead of being competitive with pricing or offering better services, they simply cut people off from the competition. If that wasn't doing an end run around the Net Neutrality rules, I don't know what is.

Lastly, because Comcast has the monopoly on the internet at fast speeds in my area (and in MANY other areas), we don't have a way to voice our complaints by leaving. We're told, "Sure go to someone else", only to find that Comcast has pushed out any other business that want to compete, so you have to use them. Oh, and Comcast owns all the copper lines. The internet needs to become a utility. It is no longer a luxury for people that can afford it: it has become ingrained into our everyday lives.

These, and also other factors which I'm sure I'm neglecting to mention, are the reason why these enforced data caps are bordering on criminal. Isn't it the evil megalomaniac in Hollywood films that buys up all the resources, then inflates the price to astronomical levels, simply because they can? Heck, we all know that there are people like that in real life: just look at Martin Shkreli.

Comcast is the Martin Shkreli of Internet Service Providers.

Tom Wheeler has already smacked down a bunch of Comcast's more draconian attempts at sticking it to the consumer. Please continue to do the same and **MAKE THEM STOP**.

Thank You.

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[Ticket: # 1260774 - Data caps](#)

**Date:** 10/12/2016 8:19:31 PM

**City/State/Zip:** Northbrook, Illinois 60062

**Company Complaining About:** Comcast

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## **Description**

"I'm filing this complaint to urge the FCC to stand with Internet users and pass strong, loophole-free rules against so-called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1260778 - Data Caps**

**Date:** 10/12/2016 8:19:47 PM

**City/State/Zip:** San Jose, California 95136

**Company Complaining About:** Comcast

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## **Description**

I am asking, along with millions of Americans, for the FCC to take a strong, no nonsense, loophole-free stance against data caps imposed by companies like Comcast. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1260799 - Comcast Data caps in Portland**

**Date:** 10/12/2016 8:25:17 PM

**City/State/Zip:** Milwaukie, Oregon 97267

**Company Complaining About:** Comcast

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## **Description**

I'm on affected by Comcast data caps, I live in the Portland area and my household uses more than the proposed 1TB/mo. This is pure money gouging and a step for Comcast to secure their profits in the future. 1TB may seem like a lot now, but really isn't. But what about in 10 years? More and more households will easily reach that cap. Their marketing for this is outright disingenuous too, stating hundreds of hours for video playback but not mentioning that would be incredibly low video quality, so low that its not worth it. If they have the monopoly on our area, they should provide good service. Data caps should never be a thing.

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[Ticket: # 1260783 - Concerns with Comcast's recent internet data cap](#)

**Date:** 10/12/2016 8:21:53 PM

**City/State/Zip:** San Francisco, California 94132

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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[Ticket: # 1260879 - Comcast Data Caps](#)

**Date:** 10/12/2016 8:48:38 PM

**City/State/Zip:** Houston, Texas 77070

**Company Complaining About:** Comcast

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## **Description**

Comcast/xfinity has started rolling out 1TB data caps. This will hurt innovation and they have admitted themselves that the caps have nothing to do network management. As we move towards 4K, many people will hit the cap. This is Comcast's way of keeping

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**Ticket: # 1260791 - Comcast data caps.**

**Date:** 10/12/2016 8:23:50 PM

**City/State/Zip:** Vsncover, Washington 98661

**Company Complaining About:** Comcast

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## **Description**

I am a current subscriber to Comcast and am locked into a contract with them. They are going to roll out a data cap with a 1tb limit in my area and thus are breaking the terms of my contract. I signed up with no data cap and I demand the FCC take action as this is nothing but a consumer control issue. If I choose to cut the cord on cable tv and use Netflix it is my option and as such I cannot be penalized for this with an unfair and contract breaking data cap. Simply it is nothing but an anti competitive move on Comcast's part and in serious question of antitrust laws. By enforcing a data cap they are unjustly making it difficult for any competitors to have my business. Just as a local telephone provider has to give a consumer a choice in long distance carriers Comcast must give me a choice in television providers, by enforcing a data cap they are hindering me in my choices.

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**Ticket: # 1260796 - Data Caps**

**Date:** 10/12/2016 8:24:51 PM

**City/State/Zip:** Pittsburg, California 94565

**Company Complaining About:** Comcast

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## **Description**

I'm reaching out to FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1260815 - Comcast imposing data caps](#)

**Date:** 10/12/2016 8:29:15 PM

**City/State/Zip:** Springboro, Ohio 45066

**Company Complaining About:** Comcast

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## **Description**

I'm urging FCC Chairman Wheeler to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1260810 - ISP cap of internet access**

**Date:** 10/12/2016 8:27:25 PM

**City/State/Zip:** Bonx, New York 10461

**Company Complaining About:** Comcast

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## **Description**

I am addressing this complaint to Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. I implore the FCC to take a stand against the creation of data capping by all ISPs.

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[Ticket: # 1260883 - Data caps](#)

**Date:** 10/12/2016 8:49:28 PM

**City/State/Zip:** Mahwah, New Jersey 07430

**Company Complaining About:** Comcast

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## **Description**

I, as an American citizen and consumer am highly opposed to the practice of data capping by large corporation such as Comcast. Data capping can only make large corporations, and eventually smaller ones less competitive and lead to a loss of net neutrality. The FCC needs to step in to stop Comcast from pushing data caps onto American consumers.

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**Ticket: # 1260832 - Comcast Data Cap**

**Date:** 10/12/2016 8:33:55 PM

**City/State/Zip:** Ramsey, Minnesota 55303

**Company Complaining About:** Comcast

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## **Description**

I'm writing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps.

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1260874 - Data Caps**

**Date:** 10/12/2016 8:47:12 PM

**City/State/Zip:** Stonington, Connecticut 06378

**Company Complaining About:** Comcast

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## **Description**

I'm emailing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1260890 - Comcast/Xfinity internet**

**Date:** 10/12/2016 8:51:16 PM

**City/State/Zip:** Hattiesburg, Mississippi 39056

**Company Complaining About:** Comcast

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## **Description**

"I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself [admitted](<https://gizmodo.com/comcast-will-cap-more-peoples-data-because-of-fairness-1740913276>) in [internal customer service guidelines that these caps aren't about network congestion](<https://i.imgur.com/quf68FC.jpg>). Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1260894 - Please Tell Comcast to Abolish Their Data Caps**

**Date:** 10/12/2016 8:53:40 PM

**City/State/Zip:** Norcross, Georgia 30092

**Company Complaining About:** Comcast

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## **Description**

I have been a Comcast user for about 4 years now. Their "Terabyte Data Plan" is being advertised as a "feature", as if the consumer could not use a terabyte of internet before; but in reality it is limiting the freedom of using the internet by charging extra if somebody uses more than a terabyte of data. There is no reason for this cap to exist. It is becoming more and more inexpensive for ISPs, including Comcast, to serve an internet connection to the home. Comcast believes the internet should be like food, if you want more, you pay more. However, with 4K video and game file sizes becoming larger and larger, they are taking advantage of their monopoly and the fact that consumers do not have a choice for a different internet provider. Bytes of data is not a finite resource, and the first gigabyte of data that I download does not cost any more than the other gigabytes I download.

I feel it is very unfair for the customer to be limited in what he or she downloads, as we are paying for download/upload speeds of data, not for a monthly allowance. In the attachment I have sent, under the "Do's and Dont's" section, Comcast themselves admit that it is not a matter of server congestion. I request the FCC to require Comcast to abolish their data caps and serve unlimited data, so the customer can use the internet as he or she chooses, free of limitations.

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**Ticket: # 1260904 - Comcast Data Caps**

**Date:** 10/12/2016 8:57:33 PM

**City/State/Zip:** Portland, Oregon 97206

**Company Complaining About:** Comcast

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### **Description**

As you are aware Comcast intends to implement data caps in Oregon, specifically Portland starting in November. This is utter lunacy and simple usury. Any other developed country in the world disallows such behavior of the commons. The internet is a utility, plain and simple, the fact that the FCC continues in collusion with large companies is beyond reprehensible. I would like very much for the FCC to ban internet caps nation wide! Please help!

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**Ticket: # 1260915 - Internet Data Caps**

**Date:** 10/12/2016 9:00:17 PM

**City/State/Zip:** Port Saint Lucie, Florida 34983

**Company Complaining About:** Comcast

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## **Description**

I'm writing to the FCC to urge them to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. "

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[Ticket: # 1260925 - Internet Metering and Data Caps](#)

**Date:** 10/12/2016 9:03:37 PM

**City/State/Zip:** Dupont, Washington 98327

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing archaic and corrupt rules to regulate the internet to their liking and to hurt competition in this market. Their data cap policy which limits users to an arbitrary amount of data per month, not only hurts the average consumer, it puts them at risk of going broke for using such a basic human right. This practice hurts competition and is in fact against what the general public wants.

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**Ticket: # 1260944 - Comcast recent capping of data usage at 1TB**

**Date:** 10/12/2016 9:08:54 PM

**City/State/Zip:** Indianapolis, Indiana 46217

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

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**Ticket: # 1260945 - Data caps**

**Date:** 10/12/2016 9:10:35 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast, which is the only broadband (as per FCC rules) provider in my neighborhood, is implementing data caps in November. While a terabyte a month may seem high, it's really not. With multiple users streaming content instead of using THEIR cable service, they are trying to punish users for seeking out a cheaper, higher quality alternative while they monopolize areas.

It isn't as if these data caps are there to improve infrastructure (which is only two percent of their annual budget) or because they're charging too little for their service (most developed countries have faster service and lower prices), they're doing it because they know that in almost all their markets, they don't have any significant competition.

I urge you to please put a stop to this practice for fair access to what is essentially a utility that doesn't cost very much at all to provide, past hookup fees.

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**Ticket: # 1260950 - Comcast data caps**

**Date:** 10/12/2016 9:12:36 PM

**City/State/Zip:** Fort Collins, Colorado 80521

**Company Complaining About:** Comcast

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## **Description**

On Oct. 8th I received an email from Comcast stating that they will be implementing a 1TB cap on data usage and will price usage beyond this tier.

I have no other choice for high-speed internet as a DSL provider was not deemed acceptable by my Employer for telecommuting. They are too slow to use my employers preferred web meeting tools.

The data caps are a clear violation of net neutrality because streaming Comcast video does not count against the cap, while streaming Netflix or Hulu or Amazon Prime you do. They treat their own packets differently than they treat packets from other companies and this violates Net Neutrality precepts. This move also leverages their monopoly in internet data delivery to unfairly push their TV cable product - which is a violation of antitrust "tying" restrictions.

Lastly, this will likely lead to more tiers of service in the long-term. They are imposing meters like a utility without being subject to the laws that govern utility companies and using a metering method that they developed and that doesn't match other data measuring methods.

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**Ticket: # 1260955 - Comcast Internet Caps**

**Date:** 10/12/2016 9:13:32 PM

**City/State/Zip:** Ann Arbor, Michigan 48103

**Company Complaining About:** Comcast

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## **Description**

Data caps aren't being put in place to help "consumer fairness." Costs continue to decrease, and prices continue to go up - the only thing data caps contribute to are the company's bottom line. If Comcast gives its own app an exception to those data caps, it's directly against the principal of net neutrality.

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**Ticket: # 1260964 - Opposing Comcast's Internet Bandwidth Cap**

**Date:** 10/12/2016 9:16:35 PM

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

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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[Ticket: # 1260994 - Comcast Data Caps](#)

**Date:** 10/12/2016 9:25:45 PM

**City/State/Zip:** Marblehead, Massachusetts 01945

**Company Complaining About:** Comcast

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## **Description**

Please do not allow Comcast and other ISPs to institute data caps. This practice will hurt me, you, and all consumers by limiting availability. It's clear that this is a business practice that is being used solely to make more money at the expense of the American people.

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**Ticket: # 1260989 - ISP Data Caps**

**Date:** 10/12/2016 9:23:19 PM

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

**Company Complaining About:** Comcast

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## **Description**

This complaint is to encourage FCC Chairman Wheeler to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

Data caps are a violation of the principles of net-neutrality and have no place in American internet services.

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**Ticket: # 1260992 - Comcast's Data Cap Policy**

**Date:** 10/12/2016 9:24:58 PM

**City/State/Zip:** Sterling Heights, Michigan 48313

**Company Complaining About:** Comcast

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**Description**

I am filing this complaint in response to Comcast and other ISPs putting in data cap policies around the U.S. The internet can no longer be considered a luxury when it is the single biggest backbone to modern life. Everything from bill payments, to actual work being done the internet is the single biggest economic boom since electricity.

And data cap policies being put into place unfairly restrict people's access to an essential backbone of American life.

Internet should be a utility that cannot be unfairly restricted, monopolized, or unregulated.

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**Ticket: # 1260995 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 10/12/2016 9:26:02 PM

**City/State/Zip:** Minneapolis, Minnesota 55449

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1260997 - Data caps (corrected)**

**Date:** 10/12/2016 9:27:36 PM

**City/State/Zip:** Galveston, Texas 77550

**Company Complaining About:** Comcast

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## **Description**

I wish to convey my dissatisfaction with Comcast's recent announcement to limit my, and many others' monthly data usage to 1 terabyte per month with severe penalties for going over the limit. Although I have never come close to hitting this data limit, Comcast instituting this apparently unnecessary restriction signals to me nothing more than greed, anti-consumer policies, and the creation of an artificial limit on data for the sole reason of charging consumers more. The internet is not a finite resource like oil or food which is subjugated to supply and demand. In fact, the internet has become a basic utility and arguably a human right that should not be allowed to be limited to any person or have restrictions imposed upon it.

As for the limit itself, 1 terabyte may seem like a substantial amount, but size of files being transferred over the internet have been growing rapidly and in a few short years this 1 terabyte limit will not be sufficient for simple internet use, especially if a household has multiple people. Comcast knows this and is simply trying to get us used to the idea of having a limit now so that when the limit actually becomes an issue we would not fault Comcast for it, just like how we see cell phone data caps as a normal part of the service now. And in many other developed countries, data caps are unheard of. And not only do they not have data caps, internet is orders of magnitude faster for a fraction of what companies like Comcast charge per month.

Comcast is an unarguably extremely profitable company and should be investing in improving infrastructure to match that of other modernized countries. Instead, they continue to increase our rates for seemingly no reason, limit our internet speeds so that we trail far behind even some less developed countries, and now impose unnecessary and absurd data caps that are not justifiable in any way, no matter what Comcast might try and have us believe.

And my last point is concerning choice. Comcast is a virtual monopoly in many areas of the country so that consumers literally have no choice in who their ISP will be. This goes against the concept of a market free of monopolies and leaves Comcast free to charge whatever they want and impose absurd limitations on consumers leaving us no recourse. And this also gives them the power to limit access to services that Comcast and its' parent companies are in direct competition with, such as on demand streaming services. Internet is a necessary utility and a person can't simply switch to an ISP that offers better services when there is literally no other ISP to switch to. This is an issue that must be dealt with now for the sake of the consumer, the American people, and the future of the internet.

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[Ticket: # 1261011 - Comcast data cap](#)

**Date:** 10/12/2016 9:32:11 PM

**City/State/Zip:** Palm Beach Gardens, Florida 33418

**Company Complaining About:** Comcast

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## **Description**

Comcast is again expanding its anti-consumer data cap into my area amongst many millions other unfortunate people. None of us have a choice as to who are ISP will be due to their unnatural regional monopolies. Thus comcast is able to continually raise their rates ie my bill has increased over 10% just in the last 6 months, and further extort more money now through artificial data caps that serve no purpose other than punish customers not fitting their desired model. The data caps are terrible for business and the future of innovation in this country and need to be banned. Do your job and protect the citizens against predatory corporations.

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**Ticket: # 1261001 - Comcast 1TB data cap monopoly**

**Date:** 10/12/2016 9:29:24 PM

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

**Company Complaining About:** Comcast

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## **Description**

I urge the FCC to stand with Internet users and pass strong, loophole-free rules against so-called "Data Caps" that Comcast is implementing against all Comcast internet customers beginning November 1st, 2016. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. My area has no other Internet Service Provider (ISP). And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1261002 - Comcast data caps](#)

**Date:** 10/12/2016 9:29:32 PM

**City/State/Zip:** Tukwila, Washington 98188

**Company Complaining About:** Comcast

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## **Description**

Comcast's latest announcement that they are bringing data caps to a large number of markets is disheartening. They have a virtual monopoly on many neighborhoods, mine included, and this move to make it "fair" by charging people who use more bandwidth is nothing more than greed. If there were an incremental cost associated with each byte of data that was transmitted, then perhaps it would be fair, but more data does not cost more to transmit. It is a blatant move to discourage streaming services and digital goods marketplaces. Consumers want their ISPs to either be more free market with a choice in providers or to be treated like a utility, which it is increasingly becoming.

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**Ticket: # 1263914 - Comcast's data cap**

**Date:** 10/13/2016 11:46:52 PM

**City/State/Zip:** Stockton, California 95204

**Company Complaining About:** Comcast

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## **Description**

On 10/6 I received a notification from Comcast that my internet would be capped with a 1TB data plan. I signed a contract w/ Comcast recently that included unlimited data and no caps. I feel that it is unfair and disingenuous for Comcast to suddenly place this cap on my internet. Recently my wife and I have upgraded our television and media streaming boxes to 4K UHD. Our data usage will oscillates between 400 and 700GB's a month as we stream regularly.

However, with this new data cap we will hit the cap easily. A standard 4k movie can easily be 100 gigabytes. That's 10 movies and then we've hit our cap.

Also, I believe this is Comcast's way of trying to stifle streaming companies like Netflix, who currently offer 4K content. It is my belief Comcast intends to push their 4K content on me via their cable TV subscriptions because I cannot use 4K on streaming services due to the cap. I do not use Comcast for television; in fact, I do not watch traditional television. We use only streaming services like Netflix, Apple, HBO and Hulu.

Comcast is stifling competition and attempting to drive streaming media companies like Netflix out of business by squeezing their own customers with capped data plans and then pushing their 4K television services on us - which we do not care for. I believe Comcast is trying to circumvent net neutrality rules by screwing their own customers with data caps. 1TB of data is a lot today, but when 4K content shows up in earnest, 1TB will not be enough.

I respectfully request the FCC put an end to Comcast's capped data plans. They have shown absolutely no proof that they reduce network congestion on its network, which has never been a problem to begin with. Comcast is simply trying to find new revenue because their cable TV services have been bleeding subscribers for years and has begun to affect their bottom line. Comcast should compete, not use its monopolistic power to squeeze more money of its customers.

Thank you,

~(b) (6)

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[Ticket: # 1261030 - Data Caps](#)

**Date:** 10/12/2016 9:39:33 PM

**City/State/Zip:** Lake Orion, Michigan 48359

**Company Complaining About:** Comcast

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## **Description**

Comcast recently imposed data caps on Internet that are the same no matter your speed. I thought about moving to a higher speed, but that would just cause me to hit my limit sooner.

There are no other competitors for Internet in my area

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**Ticket: # 1261040 - Comcast data caps**

**Date:** 10/12/2016 9:41:47 PM

**City/State/Zip:** Colorado Springs, Colorado 80921

**Company Complaining About:** Comcast

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## **Description**

Hi,

I have a one year contract with Comcast. They recently e-mailed me and informed me that they are putting a 1 TB data cap on my account. There is no mention of a potential for a data cap in my contract and they provided no recourse for breaking the contract without a ETF despite their unilateral change of terms. I believe there should be some recourse to leave the contract since they changed the terms. Second, applying a data cap against hardline (non-wireless) broadband is nothing more that profiteering. Demand on the part of consumers isn't using anywhere near Comcast's bandwidth capacity.

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**Ticket: # 1261048 - Data Caps**

**Date:** 10/12/2016 9:43:51 PM

**City/State/Zip:** Portland, Oregon 97210

**Company Complaining About:** Comcast

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## **Description**

The implementation of data caps from Comcast on my service is completely unfounded in terms of business justification and an undue burden on an essential service. There is a complete lack of transparency, it creates a decrease in competition in an already severely lacking market, and provides no benefit to the consumer or company overall, apart from cheap tactics for price gouging. I currently have no other options for a reasonable cable internet and TV package other than through this monopoly.

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**Ticket: # 1261061 - Comcast data caps**

**Date:** 10/12/2016 9:47:40 PM

**City/State/Zip:** Palmer Lake, Colorado 80133

**Company Complaining About:** Comcast

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## **Description**

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261069 - Comcast data caps**

**Date:** 10/12/2016 9:49:43 PM

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

**Company Complaining About:** Comcast

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## **Description**

I'm calling for FCC Chairman Wheeler to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261275 - Comcast Data Caps**

**Date:** 10/12/2016 11:07:25 PM

**City/State/Zip:** Seabrook, Texas 77586

**Company Complaining About:** Comcast

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### **Description**

Comcast is a terrible, unethical monopoly and now are instituting a new rule involving data caps on "unlimited" data packages.

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**Ticket: # 1261091 - Data Caps**

**Date:** 10/12/2016 9:56:24 PM

**City/State/Zip:** Pacifica, California 94044

**Company Complaining About:** Comcast

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## **Description**

Starting November 1st, Comcast plans to implement a 1 terabyte data cap across their internet customers in the United States. Comcast has a conflict of interest. They are a cable company that is threatened by streaming service like Netflix. Data caps are their way of trying to stifle cord-cutting. I would switch to an internet provider that doesn't have data caps like Google Fiber, but their lack of competition in my area. Data caps are used by Comcast to fend off tv competition, not manage network congestion.

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[Ticket: # 1261140 - Comcast data caps have incorrect measurements of bandwidth usage](#)

**Date:** 10/12/2016 10:15:57 PM

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

**Company Complaining About:** Comcast

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## **Description**

I've attached an email I received from Comcast recently. They claim my internet usage was 229 GB on average for the past three months. I track my internet bandwidth via my router and I see usages of 184, 64, and 110 GB for each of the past three months. There's no way the figure Comcast is quoting is correct. I'm worried that 1) Comcast isn't measuring data usage correctly, 2) they outline no process for me to dispute the data usage, and 3) the practice of imposing data caps is inherently against an open internet.

You need to put an end to this practice.

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**Ticket: # 1261095 - Comcast data caps**

**Date:** 10/12/2016 9:57:48 PM

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

**Company Complaining About:** Comcast

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## **Description**

Along with many others I was recently informed of data caps being enforced on accounts in my area. And while Comcast is technically correct in saying that myself and most others never pass that cap, it does still add another layer of worry to my internet use.

Just this week I reformatted a computer, which ate up several hundred gigabytes in windows updates, re-downloading a game library, getting current versions of past software, etc. Data caps mean there will always be an hourglass in the back of users minds. "How close am I to my cap now? Do I need to make sure I don't watch tv for the rest of the week to ensure I don't go over? Someone sent me an email with a large attachment... can I afford to open it?" On top of that, all the while I have ad's that stream video, redirect me, and generally un-optimized websites eating up that now limited data, totally against my will. The internet is no place to meter usage.

On top of that. I think we all see the writing on the wall. Caps start high at 1TB where no one will be bothered. Eventually they either get lowered to trap current users, or the growing popularity of 4k video turns 1TB into an easy to surpass threshold. This is clearly a trap being set for users and something needs to be done about it.

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[Ticket: # 1261104 - Data Caps being imposed by Comcast](#)

**Date:** 10/12/2016 9:59:50 PM

**City/State/Zip:** Boulder, Colorado 80304

**Company Complaining About:** Comcast

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## **Description**

I live in an area where data caps will soon be imposed by Comcast (Denver). I live in a household that chooses not to purchase and maintain a subscription to cable TV and the majority of mine and my household's entertainment comes from the Internet. In addition, we all use the Internet for work and school. The imposition of a data cap will force us to pay more money for already subpar Internet service. We do not have any other viable options in our area for Internet provision. Essentially I will pay more money for less functionality simply because Comcast is a monopoly.

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**Ticket: # 1261106 - Proposed Data Caps for Comcast customers**

**Date:** 10/12/2016 10:00:02 PM

**City/State/Zip:** Washington, District Of Columbia 20007

**Company Complaining About:** Comcast

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**Description**

I would like to express my opposition to Comcast's proposed plan to institute system-wide data caps. Data caps bring a chilling effect on Internet innovation and are a simple money grab by an effective monopoly.

The underlying problem may very well be that Comcast does have an effective monopoly in my neighborhood: Verizon offers DSL at wholly insufficient throughputs and does not offer FiOS at all.

Comcast has not substantially improved my Internet access in nearly a decade: my monthly cost for Internet access has not changed and neither has my throughput.

Adding data caps seems like it will bring neither improvements to the service, increase costs and restrict what I can do with the Internet.

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**Ticket: # 1261107 - Comcast's Data Caps****Date:** 10/12/2016 10:00:15 PM**City/State/Zip:** West River, Maryland 20778**Company Complaining About:** Comcast

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**Description**

I'm urging the FCC to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted<sup>1</sup> in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

1.) Please see the attached document. Under "Do's and Dont's", see "The reason for the Data usage plan".

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**Ticket: # 1261113 - Data Caps**

**Date:** 10/12/2016 10:02:20 PM

**City/State/Zip:** Marysville, Washington 98270

**Company Complaining About:** Comcast

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## **Description**

I'm urging FCC Chairman Wheeler to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. "

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**Ticket: # 1261118 - Support net neutrality**

**Date:** 10/12/2016 10:03:37 PM

**City/State/Zip:** Chicago, Illinois 60607

**Company Complaining About:** Comcast

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## **Description**

FCC Chairman Wheeler, please stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself [admitted](<https://gizmodo.com/comcast-will-cap-more-peoples-data-because-of-fairness-1740913276>) in [internal customer service guidelines that these caps aren't about network congestion](<https://i.imgur.com/quf68FC.jpg>). Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1261127 - Comcast Data Cap](#)

**Date:** 10/12/2016 10:08:58 PM

**City/State/Zip:** Palmer Lake, Colorado 80133

**Company Complaining About:** Comcast

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## **Description**

Comcast changed my internet service fundamentally after I signed up for internet access with them. I have not had any data caps. They are now imposing a data cap with no option to retain my level of previous service. I live in a community that has no other options for high-speed wired internet access.

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**Ticket: # 1261150 - Comcast data caps in Portland, OR**

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

**City/State/Zip:** Portland, Oregon 97209

**Company Complaining About:** Comcast

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## **Description**

I live in Portland, Oregon and starting this coming November, Comcast - the only realistically usable ISP in the area - will be rolling out a one terabyte data cap per month to all it's customers. No doubt this is related to Google's recent announcement that it will not be actively pursuing a Google Fiber roll-out in the area any longer.

Comcast's data cap policy is a flawed consumer control measure, enacted under blatantly false justifications, and a direct action against innovative companies that don't have the benefit of a deeply rooted monopoly. This is an unfair practice that harkens back to the Net Neutrality fight all over again. Data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its anti-Net-Neutrality rules.

Unfettered Internet access can no longer be considered a luxury and is very clearly a vital utility alongside electricity or water. However, most of the country has access to only one usable ISP due to the organized regional monopolization that I know you are familiar with. In a better world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers.

This message is sent in hopes it will join with the large ranks of like-minded individuals yearning for fair Internet access. I wish to raise public awareness of this issue and if flooding you, the FCC, with our community's complaints and input is the only way to have justice enacted, then so be it.

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[Ticket: # 1261151 - Comcast](#)

**Date:** 10/12/2016 10:19:18 PM

**City/State/Zip:** Woodland, Washington 98674

**Company Complaining About:** Comcast

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## **Description**

Washington Data Cap from Comcast

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**Ticket: # 1261156 - Comcast data caps**

**Date:** 10/12/2016 10:19:59 PM

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

**Company Complaining About:** Comcast

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## **Description**

The cable and media giant that dominates the fixed broadband market is coming up with inventive ways to favor its own content over competing streaming video apps by imposing data caps in select markets and exempting its own video app Stream TV from those caps. This is a textbook example of an ISP tilting the playing field in its own interest.

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1261159 - ISP.and data cap precedent](#)

**Date:** 10/12/2016 10:21:18 PM

**City/State/Zip:** Seattle, Washington 98107

**Company Complaining About:** Comcast

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## Description

FCC,

I was recently emailed by Comcast regarding the 1TB/month data cap in my area starting November 1. While I agree that 1TB is more data than the average consumer including myself uses currently in a month, I am certain that with it carries a dangerous precedent to net neutrality.

As internet has recently become a staple in the American household it has become clear that large corporations such as ATT, Time Warner, and Comcast has used this to their advantage in monopolistic ways. These companies own most of the infrastructure and allow no alternatives to other internet service providers. By charging a premium for speed and data Comcast is essentially double charging their customers as customers already pay through their monthly premiums and there is no real world "limit" to "data" as long as a connection is secure. Data caps do however, stifle competition, as video streaming has become a popular contemporary alternative to cable television (also provided by the ISP's). Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more.

Nothing in this complaint provides anything new or unknown, but the fact remains that consumers deserve better, and practices such as this does infringe on net neutrality.

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**Ticket: # 1261160 - Uncapped Internet Access**

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

**City/State/Zip:** Frederick, Maryland 21703

**Company Complaining About:** Comcast

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## **Description**

I would like FCC Chairman Wheeler to stand with many Internet users and pass strong, loophole-free rules against so called Data Caps that are now prevalent in the business models of our ISPs. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. "

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**Ticket: # 1261174 - Comcast 1TB Cap**

**Date:** 10/12/2016 10:23:25 PM

**City/State/Zip:** Jacksonville, Florida 32225

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

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**Ticket: # 1261176 - Please Stop Data Caps!!**

**Date:** 10/12/2016 10:23:45 PM

**City/State/Zip:** Portland, Oregon 97266

**Company Complaining About:** Comcast

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## **Description**

Chairman Wheeler, please stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261191 - Data plan by Comcast**

**Date:** 10/12/2016 10:29:09 PM

**City/State/Zip:** San Jose, California 95119

**Company Complaining About:** Comcast

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## **Description**

The cable and media giant that dominates the fixed broadband market is coming up with inventive ways to favor its own content over competing streaming video apps by imposing data caps in select markets and exempting its own video app Stream TV from those caps. This is a textbook example of an ISP tilting the playing field in its own interest.

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261199 - Comcast Xfinity Data Cap**

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

**City/State/Zip:** Minneapolis, Minnesota 55408

**Company Complaining About:** Comcast

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## **Description**

Comcast Xfinity is rolling out Data Caps on its Minnesota internet customers. It is clear that my usage, specifically using Comcast corporation's competitors to consume media and nightly backups of my home computers will push over the cap.

Communicating with friends who have moved away and engaging in social interactions online are some of the many things that wont be possible with such a cap.

In a society which relies on the Internet so heavily for day to day activities, these limits are an unreasonable burden I cannot afford.

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[Ticket: # 1261229 - I want uncapped internet access](#)

**Date:** 10/12/2016 10:45:13 PM

**City/State/Zip:** Santa Monica, California 90405

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

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**Ticket: # 1261221 - Unethical Data Caps**

**Date:** 10/12/2016 10:40:48 PM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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## **Description**

I urge the FCC stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261223 - Comcast data caps**

**Date:** 10/12/2016 10:41:21 PM

**City/State/Zip:** San Jose, California 95124

**Company Complaining About:** Comcast

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## **Description**

I'm addressing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted (<https://gizmodo.com/comcast-will-cap-more-peoples-data-because-of-fairness-1740913276>) in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1261231 - Data caps](#)

**Date:** 10/12/2016 10:47:48 PM

**City/State/Zip:** Santa Fe, Texas 77510

**Company Complaining About:** Comcast

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## **Description**

The idea of data caps being implemented by Internet providers such as Comcast and att is ridiculous and is only a money grab. We need to get rid of this stupidity. Please do something.

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**Ticket: # 1261354 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 10/12/2016 11:46:59 PM

**City/State/Zip:** Seattle, Washington 98121

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1261233 - Comcast data cap on internet usage**

**Date:** 10/12/2016 10:48:29 PM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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**Ticket: # 1261635 - Data Caps****Date:** 10/13/2016 7:37:48 AM**City/State/Zip:** East Hampton, Connecticut 06424**Company Complaining About:** Comcast

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**Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

I urge the FCC to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261240 - Comcast and Bandwidth Caps in Portland, Oregon**

**Date:** 10/12/2016 10:51:44 PM

**City/State/Zip:** Beaverton, Oregon 97008

**Company Complaining About:** Comcast

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## **Description**

Starting in November Comcast plans to roll out a 1TB data cap on all of it's customers.

This policy relies on generally flawed data measurements that Comcast has had problems with in the past. Basically I look forward to overages being billed even when I do not go over their cap.

The main reason this is a problem is because Comcast seems to have a virtual monopoly in the Portland area. The apartment complex I live in, for instance, has a policy in place that ONLY Comcast can be used for Internet, TV, and land-line Phone. Because of this monopoly Comcast is able to charge whatever it would like for internet and to mis-bill customers with impunity. I have in fact had this problem several times in the past, and only a previous complaint to the FCC did anything about the problem.

We are at a time where the Internet is a basic utility, used for primary communication and information. The monopoly that Comcast has allows them to treat their customers badly because there is no competition.

I am writing this complaint in the hopes of raising some awareness of a growing problem with the monopolies that ISPs enjoy in many areas. The FCC should step in and prevent Comcast from continuing to abuse the customers that it holds hostage because of the lack of competition in ISPs.

Because of the present monopoly I feel I pay significantly more for my internet access than I would if there were any competition. Because Comcast also provides entertainment (TV) they limit how fast my internet is allowed to be unless I also sign up for their TV (or at least they did last time I tried to look into changing my services). The data cap feels like just another way to bill me even more for the services.

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[Ticket: # 1261367 - Internet data caps](#)

**Date:** 10/12/2016 11:55:29 PM

**City/State/Zip:** Milwaukee, Wisconsin 53207

**Company Complaining About:** Comcast

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## **Description**

If the government is going to regulate phone lines, Internet is the logical next step and having data caps in a utility is not the way this should be accomplished.

End data caps and start regulating Internet infrastructure, speed, and pricing.

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**Ticket: # 1261246 - Comcast Terabyte Cap****Date:** 10/12/2016 10:54:04 PM**City/State/Zip:** Vacaville, California 95687**Company Complaining About:** Comcast

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**Description**

Added information on my last complaint of this cap. I use Netflix, YouTube, and Twitch TV as my sources of entertainment on my TV. I pay for high speed Internet without data caps so I can stream HD and UHD. Which when the sources are available take 4 to 7GBs a hour right now. This cap will limit companies from providing UHD programs. 4K technology will be stifled because a company wishes to try and destroy competition to their product. This cap destroys fair competition by limiting a direct competitor to their horrible cable TV service. To be able to use another service effectively I have to now pay almost double what was my plan to continue getting the same service. And Comcast has no other high speed competition in my area I can not switch to show this behavior is unacceptable. I use my Internet for more than just TV. I also game extensively online. I listen to music on Pandora through the Internet. I will be starting school... Through the Internet. I communicate to my family via Skype around the world. The Internet is an important part of my daily life. To allow this company to freely hinder fair use of this important utility is absurd. More oversight and competition is needed in this sector.

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[Ticket: # 1261247 - Data caps](#)

**Date:** 10/12/2016 10:54:11 PM

**City/State/Zip:** Davie, Florida 33330

**Company Complaining About:** Comcast

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## **Description**

Today's high quality streaming services, cloud computing, voip, and other data intensive services can't continue to evolve with data caps.

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[Ticket: # 1261250 - The implementation of data caps on home Internet access](#)

**Date:** 10/12/2016 10:56:52 PM

**City/State/Zip:** Braintree, Massachusetts 02184

**Company Complaining About:** Comcast

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## **Description**

Comcast is enforcing data caps that are anti-consumer and exist only to discourage cord-cutting, and punish companies like Netflix that have made traditional cable TV subscriptions increasingly less appealing.

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[Ticket: # 1261271 - Comcast data caps](#)

**Date:** 10/12/2016 11:04:47 PM

**City/State/Zip:** Sunnyvale, California 94086

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently instituted a data cap on my home broadband internet access and I do not approve. This is obviously a money-grabbing ploy and likely a first-step towards other attacks against net-neutrality.

Please fight on my behalf and the behalf of other customers.

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[Ticket: # 1261277 - Internet Data caps are a gross manipulation of power](#)

**Date:** 10/12/2016 11:07:52 PM

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

**Company Complaining About:** Comcast

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## **Description**

I am imploring FCC Chairman Wheeler to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261280 - No to internet caps**

**Date:** 10/12/2016 11:10:57 PM

**City/State/Zip:** Tampa, Florida 33605

**Company Complaining About:** Comcast

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## **Description**

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications

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[Ticket: # 1261282 - Data caps stifle innovation.](#)

**Date:** 10/12/2016 11:11:41 PM

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

**Company Complaining About:** Comcast

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## **Description**

Having a data cap is s slippery slope, Comcast. Next year when you they decide 1gb is too much or that the price it too low, they can keep tightening the net.

Also If people can't afford to watch your new 360 movie or 4 k interactive game then they won't try to make it.

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**Ticket: # 1262931 - Comcast 1TB Data Cap**

**Date:** 10/13/2016 4:06:55 PM

**City/State/Zip:** Colorado Springs, Colorado 80919

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

This is a copy paste I got off of Tomshardware and it stated the majority of my complaints. However, I do have more to say.

How on earth has the FCC failed to see this coming a mile away? A company as big as Comcast is NOT doing anything to benefit their customers, but everything to benefit their shareholders. That, on top of illegally selling people, myself included, equipment and services we didn't pay for, is a whole new level of scum. Their monopolistic mindset and knowing they're the only option for fast internet in most areas sets them up to produce sham policies that harm the consumer.

Should the FCC want to be taken seriously as an enforcer of consumer internet rights, they need to take action. This is a serious offense and Comcast needs to pay more than a meager 2.3 million for their illegal business practices. That is a meager drop in the oceans of profit they're swimming in. The fact they only have to abide by your regulatory rules for five years is also disgusting, because they will just turn right back around and do it again once that time is up.

This association needs to take a stand as a group where us as individuals cannot. That is the entire point of having a group like this, and if you guys are not going to do your jobs or are being paid off, then why the hell do you exist still? Seriously, get it together and help save the internet!

Sincerely,

(b)

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[Ticket: # 1261292 - Comcasts days caps are unfair](#)

**Date:** 10/12/2016 11:16:48 PM

**City/State/Zip:** Newcastle, Washington 98056

**Company Complaining About:** Comcast

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### **Description**

We should not let Comcast put data caps on a public utility like the internet. They are essentially a monopoly in my region, so I can't really go to the competition to voice my distaste for their new policy.

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**Ticket: # 1261304 - Comcast Data Cap**

**Date:** 10/12/2016 11:22:22 PM

**City/State/Zip:** San Francisco, California 94129

**Company Complaining About:** Comcast

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## **Description**

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1261321 - Terabyte data cap](#)

**Date:** 10/12/2016 11:30:33 PM

**City/State/Zip:** Tiburon, California 94920

**Company Complaining About:** Comcast

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## **Description**

I recently got a 1tb data cap. There's no way for me to independently audit my usage and it stifles my ability to do periodic high data transfers to learn and audit software. Please remove this cap. It hurts the people who need it most, and it serves Comcast's monopoly at the expense of the users.

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**Ticket: # 1261329 - Net Neutrality and Data Caps**

**Date:** 10/12/2016 11:36:40 PM

**City/State/Zip:** Modesto, California 95350

**Company Complaining About:** Comcast

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## **Description**

Good Evening,

I am reaching out to you to urge you to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261333 - Comcast Data Caps****Date:** 10/12/2016 11:37:05 PM**City/State/Zip:** Shirley, Indiana 47384**Company Complaining About:** Comcast

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**Description**

Data caps needlessly punish customers who depend on an internet connection for their jobs. As a freelance video editor who often works at home, data caps will severely hinder my ability to do my job, as the large files I transfer to and from my clients over the internet will quickly put me over the 1TB data cap proposed in some areas of the US by Comcast. There is absolutely no reason why these need to be implemented - if there was, we would have had these data caps implemented from the very beginning.

Data caps are also inherently anticompetitive to online streaming video services. I'm afraid that Comcast will begin selectively allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al), which I believe blatantly violates the principles of net neutrality. Even in the unlikely case that other US-based ISPs such as Charter or AT&T do not follow Comcast's lead in implementing data caps, I fear that the negative impact this will have on the legal online media distribution industry will be large and, again, completely unnecessary.

Finally, given Comcast's record of lack of infrastructure investment, improvement, or expansion, I do not trust that the money Comcast will be taking in from their new data cap program will benefit their customers in any real way.

Thanks (b) (6) [REDACTED]

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[Ticket: # 1261371 - Data caps](#)

**Date:** 10/12/2016 11:57:05 PM

**City/State/Zip:** San Jose, California 95129

**Company Complaining About:** Comcast

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## **Description**

I'm opposed to data caps! Force providers to sell me speeds, not a limited amount of bytes per month.

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[Ticket: # 1261344 - Data caps are a strike against net neutrality](#)

**Date:** 10/12/2016 11:41:28 PM

**City/State/Zip:** North St. Paul, Minnesota 55109

**Company Complaining About:** Comcast

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## **Description**

In the coming months Comcast will be implementing data caps to their plans. All this does is hurt the current state of internet usage and push people away from using internet only options. Comcast continues to participate in these practices of constantly pushing the envelope of what they can get away with. Please continue to create and enforce policies to make these things that Comcast is doing illegal and force them to use practices that work for the customers and the continuing culture and expansion of the internet.

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**Ticket: # 1261345 - ISP Data Caps**

**Date:** 10/12/2016 11:42:06 PM

**City/State/Zip:** Elk Grove, California 95624

**Company Complaining About:** Comcast

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## **Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it.

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[Ticket: # 1265238 - Data caps](#)

**Date:** 10/14/2016 12:57:52 PM

**City/State/Zip:** Grand Forks, North Dakota 58201

**Company Complaining About:** Comcast

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## **Description**

Data caps are anti-consumer practices that need to be stopped.

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**Ticket: # 1261365 - Comcast data cap**

**Date:** 10/12/2016 11:54:17 PM

**City/State/Zip:** Jacksonville, Florida 32216

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them. The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity.

Due to the monopoly the cable industry has in my state I am unable to shop around for a better ISP provider. Since there is no competition the FCC is out only resort and hope in handling this urgent matter

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**Ticket: # 1261373 - Comcast Internet Data Cap****Date:** 10/12/2016 11:58:47 PM**City/State/Zip:** Vancouver, Washington 98664**Company Complaining About:** Comcast

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**Description**

I'm writing the FCC to urge you to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261374 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 10/13/2016 12:02:31 AM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1261379 - Internet Data Caps**

**Date:** 10/13/2016 12:03:54 AM

**City/State/Zip:** Portland, Oregon 97230

**Company Complaining About:** Comcast

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## **Description**

I would like to urge the FCC and FCC's Chairman Wheeler to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261390 - Comcast Data Caps**

**Date:** 10/13/2016 12:10:17 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun notifying customers in my area of data caps coming for home internet access. The USA already has one of the most expensive and restrictive broadband markets in the world. Companies like Comcast abuse their monopolies to force the public to pay exorbitant prices for a necessity.

Net neutrality is a critical component of a free and open society, and now that Comcast has lost the fight (for now), they are looking for other ways to force additional profits from their captive customers.

Please take action to stop and punish Comcast for this action and enact rules to prevent it from being attempted again.

Sincerely

(b) (6)

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[Ticket: # 1261407 - Data caps? It's 2016](#)

**Date:** 10/13/2016 12:17:21 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently implemented data caps. This is absolutely absurd in 2016. The US is already an embarrassment to the rest of the world with our incredible slow & overpriced monopolized internet connections, now we have data caps? Enough is enough. It's time to say no & remove the monopolies at the federal level so we can get fair competition & progress.

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**Ticket: # 1261408 - Data cap**

**Date:** 10/13/2016 12:17:23 AM

**City/State/Zip:** Manitowoc, Wisconsin 54220

**Company Complaining About:** Comcast

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## **Description**

Recently in my area Comcast has rolled out a data cap of 1 TB. At the time my internet usage is not very much but will change shortly. Like many people I am slowly buying 4K televisions and smart home equipment. Streaming 4K content, phone backups, tablet backups, NAS backups, a security system, and smart home products will use up 1 TB very quickly. I pay for access to the internet, not a limited access to it.

Comcast continues to see higher revenues and profits with lower costs. Unfortunately in my town there are no other internet providers and so we must put up with the tyrant that is Comcast. Comcast has no reason to enforce these data caps other than protect the monopoly they have over cable tv. They are using their monopoly to make it more expensive for cord cutters to use other video options. And by exempting their own video application from the cap, they are giving Stream Tv an advantage over competition in the online video market.

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**Ticket: # 1261414 - Comcast Data Caps**

**Date:** 10/13/2016 12:21:17 AM

**City/State/Zip:** San Jose, California 95118

**Company Complaining About:** Comcast

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## **Description**

We've been notified of data caps being imposed by Comcast in our area. Comcast are trying to point out that caps only affect a small minority of users however day after day we're finding ourselves more and more dependent on the internet and data consumption.

Data caps are not good for the consumer and they seem only to be a way to extract more money out of individuals.

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**Ticket: # 1261419 - Comcast 1TB caps**

**Date:** 10/13/2016 12:24:35 AM

**City/State/Zip:** Hayward, California 94541

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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**Ticket: # 1261426 - Comcast data cap**

**Date:** 10/13/2016 12:30:50 AM

**City/State/Zip:** Hamtramck, Michigan 48212

**Company Complaining About:** Comcast

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## **Description**

I currently average 1.3 TB in data usage per month. The only reason I think my usage is "above average" is because I decided to stop paying for Comcast's over priced TV service and now stream all my TV through Netflix , HBO, and Hulu.

Comcast will force me to either pay \$50 extra per month so I am not force to use their TV service, or get their TV service and stop using the competitor's service.

This would be totally fine with me if I had a 2nd choice for high speed internet where I live. However, this is not the case for me. I can choose Comcast or AT&T, whose internet service is stuck in 1999 and topping at 6 Mbps.

Comcast claims that the cap is for "fairness" so people using more data pay more. However, they didn't mention how people using less data will pay less. This Data cap is just a ploy on their part to utilize their monopoly as an ISP to keep people from switching to different entertainment content providers.

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[Ticket: # 1261463 - Comcast and Data Caps](#)

**Date:** 10/13/2016 1:11:18 AM

**City/State/Zip:** Marina Del Rey, California 90292

**Company Complaining About:** Comcast

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## **Description**

The data limitations Comcast is imposing on US Consumers in the form of data caps will stifle innovation, limit the way consumers share information on what is now a utility, and lead to more of the industry doing the same. Please, FCC, do more to protect the internet.

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**Ticket: # 1261476 - Please no data caps**

**Date:** 10/13/2016 1:30:05 AM

**City/State/Zip:** Portland, Oregon 97214

**Company Complaining About:** Comcast

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## **Description**

Beginning in November, Comcast (one of the few ISP providers in Portland, OR) will be rolling out a 1TB Data Cap to all its customers.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly. This is an unfair practice that brings back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules. Comcast has even stated their data caps have nothing to do with server congestion.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use.

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity. Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

I'm writing this email in hopes this will raise public awareness of this issue and flood you, the FCC, with our community's complaints and input so we don't have to deal with a stifled internet. If REAL competition existed among telecom companies, consumers would haven't to combat their incessant attempts at gouging every cent possible for their poorly provided service.

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**Ticket: # 1261449 - Comcast Data Caps should be illegal**

**Date:** 10/13/2016 12:56:32 AM

**City/State/Zip:** Issaquah, Washington 98029

**Company Complaining About:** Comcast

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## **Description**

I'm calling on FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261453 - Comcast data caps**

**Date:** 10/13/2016 12:57:40 AM

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

**Company Complaining About:** Comcast

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## **Description**

As a Comcast customer who has no other choice BUT Comcast for Internet service, I urge urge our FCC Chairman to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261456 - Data Caps**

**Date:** 10/13/2016 1:02:24 AM

**City/State/Zip:** Berkeley, California 94702

**Company Complaining About:** Comcast

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## **Description**

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. "

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[Ticket: # 1261459 - Data caps](#)

**Date:** 10/13/2016 1:03:46 AM

**City/State/Zip:** Danville, California 94526

**Company Complaining About:** Comcast

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## **Description**

Data caps on internet will only lead to hurting online services that end up using large amounts of data as a by-product. Once ultra high definition television streaming becomes widespread companies like Comcast will keep a stranglehold on their consumers by making them choose what they spend their data on. Comcast perversely would help sell their cable TV service through this anti-competition tactic as well. The internet is not a finite resource that needs to be rationed out like water or energy, it needs to be unlimited and without restrictions or priority lanes. Please do not allow Comcast to impose these limits.

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**Ticket: # 1261460 - Comcast Data "caps"**

**Date:** 10/13/2016 1:03:51 AM

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

**Company Complaining About:** Comcast

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## **Description**

I'm complaining due to my ISP, Comcast, implementing restrictive data caps on myself and other users across the nation. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

I already pay over \$60 per month just for my internet. As a 22 year old who does not make all that much money, this is a high enough price for the previous unlimited usage I was given.

I feel violated that our government lets these corporations walk all over its citizens for the only purpose of expanding their already massive wallets.

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**Ticket: # 1261465 - Comcast (and others) data caps should be banned**

**Date:** 10/13/2016 1:11:57 AM

**City/State/Zip:** Fountain, Colorado 80817

**Company Complaining About:** Comcast

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## **Description**

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

The data caps have no real reason to exist except to squeeze more money out of consumers already paying extremely high internet fees. The news is full of stories about how inexpensive internet costs are in many other countries compared to ours. The decision to add a data cap is not a 'gift' to the consumer no matter how large it is. In fact, it's the opposite: a restriction on the consumer's ability to use the internet to its full potential.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

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**Ticket: # 1261467 - Comcast data caps**

**Date:** 10/13/2016 1:13:20 AM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

I easily exceed their one tb usage plan every month due to a lot of downloading and not having a cable subscription.

Sincerely,

(b) (6)

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[Ticket: # 1261469 - Refuse Comcast's new 1TB data cap for WA state customers](#)

**Date:** 10/13/2016 1:20:32 AM

**City/State/Zip:** Fall City, Washington 98024

**Company Complaining About:** Comcast

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## **Description**

Comcast just announced that they would be implementing a new 1TB data cap for WA state (and other) customers starting Nov 1st. They are also going to begin offering their own services that will not count against the new data cap. This is unacceptable and undermines net neutrality! I want the FCC to stop this nonsense and ban data caps. End the monopoly that Comcast has in our area and allow the use of the existing fiber networks to bring gigabit fiber internet access to King County, WA (and eventually other counties).

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[Ticket: # 1261472 - Comcast Data Cap](#)

**Date:** 10/13/2016 1:25:23 AM

**City/State/Zip:** Pontiac, Michigan 48340

**Company Complaining About:** Comcast

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**Description**

Data Cap

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[Ticket: # 1261473 - Data Caps by Comcast](#)

**Date:** 10/13/2016 1:25:26 AM

**City/State/Zip:** Seattle, Washington 98102

**Company Complaining About:** Comcast

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## **Description**

This proposed data cap by Comcast is just another way for them to tighten their hold on their monopoly. It's bad enough that they're allowed to be the sole providers, while using often shady tactics and providing virtually no customer support, but this is unreasonable. Please don't let them get away with this.

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**Ticket: # 1261497 - Comcast Data Caps**

**Date:** 10/13/2016 2:06:06 AM

**City/State/Zip:** Fort Collins, Colorado 80525

**Company Complaining About:** Comcast

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**Description**

On Oct. 6th I received an email from Comcast stating that they will be implementing a 1TB cap on data usage and will price usage beyond this tier.

In our area, Comcast is a virtual monopoly for high-speed internet as well as television service. There are other options, but they are substantially slower or offer fewer channels or internet speeds or higher latency.

I believe these data caps are a violation of net neutrality because if you stream video from Comcast, it doesn't count against your 1TB cap but if you stream from Netflix or Hulu or Amazon Prime you do.

They treat their own packets differently than they treat packets from other companies and this violates Net Neutrality precepts. This move also leverages their monopoly in internet data delivery to unfairly push their TV cable product - which is a violation of antitrust "tying" restrictions.

Lastly, this will likely lead to more tiers of service in the long-term. Eventually, it will probably be 500 GB and then 250GB and so on. Soon you'll be buying data bundles much like you do with a cell phone. They want to meter you like a utility without being subject to the laws that govern utility companies and using a metering method that they developed and that doesn't match other data measuring methods.

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**Ticket: # 1261500 - Unfair Comcast Data Caps****Date:** 10/13/2016 2:10:24 AM**City/State/Zip:** Stockton, California 95219**Company Complaining About:** Comcast

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**Description**

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1264544 - Comcast](#)

**Date:** 10/14/2016 11:43:33 AM

**City/State/Zip:** Madison, Wisconsin 53703

**Company Complaining About:** Comcast

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## **Description**

Data caps are explicit cash-grabbing schemes that only a monopoly would even attempt.

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**Ticket: # 1261502 - Data Usage Caps**

**Date:** 10/13/2016 2:10:58 AM

**City/State/Zip:** Beaverton, Oregon 97003

**Company Complaining About:** Comcast

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**Description**

Comcast has recently announced data usage caps on their internet service. Although Comcast claims these caps are reasonable for a huge majority of their subscribers, they are technologically baseless and serve only to punish consumers and internet based innovators.

To make this situation worse, there is no open market competition in my area (or in most of the country) allowing consumers to vote with their dollars.

The internet is an essential and vital modern utility which should be reasonably and fairly regulated by the government to the benefit of consumers and businesses alike.

As an example, consumer protection laws passed in Norway to clarify the legal language concerning bandwidth caps drastically changed the ISP market. Almost overnight, ISPs practicing data caps lost huge swaths of their subscribers to ISPs who offered unlimited or unrestricted access.

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[Ticket: # 1261505 - Data caps](#)

**Date:** 10/13/2016 2:14:27 AM

**City/State/Zip:** St.paul, Minnesota 55116

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to impose a data cap on my cable internet service, this is an unacceptable precedent as it sets the stage for decidedly anti-consumer policies, especially in an area where Comcast holds a monopoly on the cable internet market.

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**Ticket: # 1261518 - Data Caps Are Not Acceptable****Date:** 10/13/2016 2:24:39 AM**City/State/Zip:** Saint Anthony, Minnesota 55418**Company Complaining About:** Comcast

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**Description**

Internet Service Providers should not be able to implement data caps. With an ever growing society based on data, consumers and businesses cannot be held back simply because of a poor business model of an ISP. Streaming Ultra High Quality video on services such as Netflix, upwards of 7 Gigabytes per hour is used per video. If a family of four were to watch one hour a day each, that's 840 GB used just for video (7 GB per hour x 4 people x 30 days in a month = 840 GB). There is no reason not to allow this to occur, except for an ISP to control their customers and stifle competition. There is more to say on this topic, but I will stop here. Thank you for your time.

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**Ticket: # 1261520 - Comcast Data Cap**

**Date:** 10/13/2016 2:27:45 AM

**City/State/Zip:** Spokane, Washington 99203

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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**Ticket: # 1261525 - Comcast's New 1TB Data Cap Policy**

**Date:** 10/13/2016 2:36:43 AM

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

**Company Complaining About:** Comcast

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**Description**

I am concerned that Comcast's new 1TB data cap policy is primarily for anti-competitive reasons, specifically to make it more difficult and expensive for consumers to use services like streaming video that consume large amounts of data and that threaten Comcast's TV services business. In addition to the new fees imposed on users who exceed the cap, Comcast will likely seek to use the data caps to establish a new revenue stream via partnerships with other companies to "zero rate" their services. Zero rating is dangerous to a free and neutral internet because it allows ISPs to favor their own services or specific partners over competitors.

Comcast's rationale that the caps are for "fairness" is nonsensical; other customers are not deprived of anything because of uncapped internet service.

The FCC should enhance the existing Net Neutrality rules to prohibit zero rating and data caps on broadband Internet service.

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**Ticket: # 1261530 - No Data Caps, terrible in the long term of things**

**Date:** 10/13/2016 2:53:01 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15217

**Company Complaining About:** Comcast

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## **Description**

I'm writing to the FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261574 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 10/13/2016 5:32:34 AM

**City/State/Zip:** Missouri City, Texas 77489

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1261539 - ISP Data Caps**

**Date:** 10/13/2016 3:07:42 AM

**City/State/Zip:** Snohomish, Washington 98290

**Company Complaining About:** Comcast

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## **Description**

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261544 - Comcast Data Cap**

**Date:** 10/13/2016 3:27:23 AM

**City/State/Zip:** Lafayette, Indiana 47909

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

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[Ticket: # 1261549 - Data caps](#)

**Date:** 10/13/2016 3:37:53 AM

**City/State/Zip:** Mountain View, California 94041

**Company Complaining About:** Comcast

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## **Description**

Comcast is instigating a data cap on my service when I did not agree to this in my contract. Comcast advertises "speed" in their plans, but they didn't say anything about data usage until now. Not only that, Comcast's new policy is a threat to net neutrality.

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**Ticket: # 1267609 - Comcast's data cap is bad.**

**Date:** 10/14/2016 6:20:40 PM

**City/State/Zip:** Denver, Colorado 80231

**Company Complaining About:** Comcast

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## **Description**

Comcast is enabling a data cap on my service, after many years without a cap. Numerous articles have debunked the data caps as anything but a money grab, which works because there is no competitor to whom I can switch. So I either stay under the cap, or pay a monthly surcharge to regain uncapped service.

There is no accountability for how metering is done, nor any recourse if I suspect comcast's measurement of my usage to be incorrect.

To stay within the cap, I will suddenly need to scale back the streaming video services that I pay for, and install as much ad blocking software as possible to minimize usage. This will remove ad revenue from the very services that I use, since I can't justify an additional \$600/year for unlimited bandwidth.

Nor will I upgrade my television service to 4K, since this would only increase my danger of violating this unilateral cap.

If data caps are actually necessary, how can they provide it to anyone who can pay? Wouldn't it need to be rationed, or partitioned such that paying users aren't choked out by the unlimited users?

I also perform nightly low-data-rate backups of my photography library to a third-party site. I may need to cancel this service as well due to the cap.

I suspect that Comcast's own services will somehow be exempt from the data cap, pressuring me to switch from my satellite provider to Comcast. Although to be fair, they've not yet announced this to be the case.

So without competition, I'm either hostage to whatever comcast wants me to pay, or else I hurt every business I interact with after years without a problem.

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**Ticket: # 1261568 - Data Cap**

**Date:** 10/13/2016 4:33:08 AM

**City/State/Zip:** Minneapolis, Minnesota 55430

**Company Complaining About:** Comcast

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## **Description**

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. I am unable to use only broadband because of data caps. I plan to use streaming TV from another service. Comcast continues to increase cost and charges for equipment and HD use. Not only that they charge you for additional outlets. Multiple charges on top of services is too expensive for no real advantage.

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**Ticket: # 1261592 - Comcast Data Caps**

**Date:** 10/13/2016 6:26:28 AM

**City/State/Zip:** Haslet, Texas 76052

**Company Complaining About:** Comcast

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## **Description**

I'm contacting the FCC and Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261610 - Capped internet**

**Date:** 10/13/2016 7:06:12 AM

**City/State/Zip:** Tampa, Florida 20850

**Company Complaining About:** Comcast

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## **Description**

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

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**Ticket: # 1261611 - Comcast Internet Caps & Monopolization of Internet and Cable Services****Date:** 10/13/2016 7:06:23 AM**City/State/Zip:** Saint Johns, Florida 32259**Company Complaining About:** Comcast

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**Description**

I'm writing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. Please get rid of these loopholes and allow internet users to have choices rather than being dictated to by one corporation. Comcast is a destructive monopoly and it needs to be dissolved so that the opportunities afforded by a free market can be realized.

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**Ticket: # 1261640 - Internet Data Caps**

**Date:** 10/13/2016 7:42:20 AM

**City/State/Zip:** Fayetteville, Arkansas 72701

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

I'm writing to express my concern over internet "data capping", a practice engaged in by many internet service providers. Internet data usage by individual users and the enforcement of data caps is done by third-party agencies that aren't subject to any oversight or regulation from regulatory bodies. A growing number of consumers have expressed concerns that the way their data usage is monitored and measured is inaccurate. This problem forces consumers to wrongfully pay penalty fees for exceeding their data caps.

Additionally, the practice of "data capping" is an anti-competitive behavior that should not be allowed to continue. The practice is used solely to stifle competition, and the charges for exceeding arbitrary data cap limits have no cost basis that justifies charging consumers more for a service that they already pay a base price for. The use of data caps is a detriment to the progress of business, at the expense of consumers. I urge all parties to fully investigate the use of data caps by companies like Comcast in order to identify it as the unethical, predatory practice that it is. Loop-hole free regulations that do away with this damaging practice need to be implemented and enforced.

Thank you for your time.

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[Ticket: # 1261643 - Data cap disaster](#)

**Date:** 10/13/2016 7:45:37 AM

**City/State/Zip:** Ypsilanti, Michigan 48197

**Company Complaining About:** Comcast

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## **Description**

I do not like the idea of data caps. It seems like a cop out. This makes it so that competition of Internet speeds will slow down and it pretty much kills innovation when it comes to internet technologies. This world is becoming more and more dependant on the transfer of data and the data cap won't help us.

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**Ticket: # 1261646 - Comcast Data Caps**

**Date:** 10/13/2016 7:50:28 AM

**City/State/Zip:** Magna, Utah 84044

**Company Complaining About:** Comcast

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## **Description**

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1261756 - ISP Imposed Data Caps](#)

**Date:** 10/13/2016 9:17:37 AM

**City/State/Zip:** Somerset, New Jersey 08873

**Company Complaining About:** Comcast

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## **Description**

The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

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**Ticket: # 1261705 - Data Caps**

**Date:** 10/13/2016 8:47:49 AM

**City/State/Zip:** Ypsilanti, Michigan 48197

**Company Complaining About:** Comcast

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## **Description**

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261710 - Comcast's Data caps**

**Date:** 10/13/2016 8:49:01 AM

**City/State/Zip:** Montgomery, New York 12549

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

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**Ticket: # 1261713 - Internet/Broadband Data Caps**

**Date:** 10/13/2016 8:49:41 AM

**City/State/Zip:** Minneapolis, Minnesota 55408

**Company Complaining About:** Comcast

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## **Description**

I am writing to stand with Internet users around the country and to advocate for the introduction of strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast, (the company in question) admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261724 - Data Caps**

**Date:** 10/13/2016 8:54:02 AM

**City/State/Zip:** Ypsilanti, Michigan 48197

**Company Complaining About:** Comcast

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## **Description**

I'm contacting FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261754 - Comcast Data Caps in Minnesota****Date:** 10/13/2016 9:17:06 AM**City/State/Zip:** Robbinsdale, Minnesota 55422**Company Complaining About:** Comcast

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**Description**

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1261759 - Comcast imposed a 1TB data cap on me.](#)

**Date:** 10/13/2016 9:18:33 AM

**City/State/Zip:** Baltimore, Maryland 21239

**Company Complaining About:** Comcast

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## **Description**

Comcast imposed a 1TB Data Cap on my residential High Speed Cable Connection. I have no TV and rely on the internet exclusively for my entertainment. I pay \$75 a month for this service and they changed the rules on me without warning and the rules charge me AUTOMATICALLY an additional \$50 per 10GB following that.

I have no other reasonable option for internet access. This is a monopoly of service.

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[Ticket: # 1264563 - Comcast data caps](#)

**Date:** 10/14/2016 11:46:39 AM

**City/State/Zip:** Cincinnati, Ohio 45230

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting a data cap beginning on November 1st which inhibits consumers.

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**Ticket: # 1261766 - ISP Imposed Data Caps, Again**

**Date:** 10/13/2016 9:22:20 AM

**City/State/Zip:** Somerset, New Jersey 08873

**Company Complaining About:** Comcast

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## **Description**

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261780 - Comcast Caps**

**Date:** 10/13/2016 9:28:33 AM

**City/State/Zip:** Jacksonville, Florida 32223

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

Concerned Comcast Customer.

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**Ticket: # 1261785 - Uncap Data Usage**

**Date:** 10/13/2016 9:33:49 AM

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

**Company Complaining About:** Comcast

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## **Description**

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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[Ticket: # 1261791 - Comcast Data Caps](#)

**Date:** 10/13/2016 9:39:22 AM

**City/State/Zip:** Albuquerque, New Mexico 87111

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently instituted data caps which go directly against the open internet. I have no other option for broadband in my area and internet has become as much an essential utility as electricity. There is no legitimate, technical reason for these data caps. The real reason behind these caps is to protect Comcast's monopoly

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**Ticket: # 1261815 - Data caps**

**Date:** 10/13/2016 9:53:04 AM

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

**Company Complaining About:** Comcast

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## **Description**

On the matter of data caps being implemented on users in my area; these appear to be arbitrary caps for the sole purpose of increasing profits just because they are not in a competitive environment.

In markets where there is intense competition with the likes of Google Fiber or other competitive broadband alternatives; these caps are not being implemented on the customers. This would be because the competition in most are pursuing such a cap.

With the economy being what it is; return-on-investment (ROI) has to be factored in; and cable television is no longer viable as legal Internet alternatives (HBOGo, Hulu, Netflix, iTunes, et.al) are able to target the audience and poach from cable television subscribers. For most of us; paying for these Internet alternatives to television is the same as buying upgraded cable packages. HBO is ~\$12/month on cable; and their HBOGo service is much the same for broadband. Why punish broadband users for obtaining their service using a different mechanism? To many of us, cable television is being delivered over the same pipe as broadband; so why cap one side when they don't cap the other?

Lastly, how do customers know that their usage is monitored accurately? None of these cap implementations indicate that the customers can monitor their usage in a transparent fashion; to see if the Comcasts' of the world is providing us the service that we are paying for; and file complaints when our service is not being measured accurately.

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**Ticket: # 1261836 - Comcast Data Caps****Date:** 10/13/2016 10:04:13 AM**City/State/Zip:** Puyallup, Washington 98373**Company Complaining About:** Comcast

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**Description**

"I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. "

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[Ticket: # 1261863 - Comcast Data Cap](#)

**Date:** 10/13/2016 10:20:08 AM

**City/State/Zip:** Chico, California 95926

**Company Complaining About:** Comcast

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## **Description**

Comcast in Chico, CA is instituting a data cap beginning November 1, 2016. This is my official complaint and request that Comcast's ability to impose such a cap be revoked.

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**Ticket: # 1261871 - Unfair Data Caps imposed by ISPs****Date:** 10/13/2016 10:23:59 AM**City/State/Zip:** Urbana, Illinois 61801**Company Complaining About:** Comcast

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**Description**

I'm contacting FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. ""I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261903 - "Data Caps"**

**Date:** 10/13/2016 10:41:27 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast and Century Link will soon be adding data caps to Colorado. They state that this is being done in the principle of fairness. If you use more, you pay more. And if you use less, you pay less. Unfortunately this is a false statement.

With services like water and electricity- you pay for what you use. No more and no less (present issues posted on nextdoor excluded). Our ISP's want us to pay a set rate and then pay more. There is no true pay for what you use option. Both ISP's also provide TV service. Data caps are an easy solution to stem the increasing losses of people cutting their TV service (cord cutters) and using services such as Netflix or Hulu. Conveniently, both ISP's say that their TV services do not count towards a customer's data cap, even though TV data travels to the home over the same wires that internet data does. This violates the spirit of Net Neutrality.

Unfortunately in our area we have no 3rd option for broadband internet service.

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**Ticket: # 1261917 - Data caps for home internet access in the US**

**Date:** 10/13/2016 10:53:02 AM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Comcast

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## **Description**

I am against having data caps on home internet in the US. I have never experienced access issues or had my throughput affected due to congestion on the network. In fact, my access has only gotten faster over the last few years. There is not a legitimate business reason for data caps to be in place. They are simply a method to force people out of streaming services and back into traditional viewing methods.

Not only are data caps not needed to effectively continue the business, there is not a reliable system in place to effectively evaluate the amount of data used. The current system proposed by Comcast is not able to be examined by the public. Furthermore, while it is a single anecdote, I am unable to obtain my personal history of data usage online or through the phone with Comcast. The reason given is that they do not have the MAC address on my modem recorded, so their system has not been recording my usage. They are unable to tell me if this will affect their ability to measure me against a data cap starting November 1st.

This system needs to be stopped. If it can't be stopped, we must have proper consumer protections in place before rolling it out. The perfect example here is the way electricity is measured. It is verifiable and the data has been proven to be reliable. In the instances the data is not reliable, there is an open and clear course for recourse.

Thank you.

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**Ticket: # 1261919 - Unfair Data Caps****Date:** 10/13/2016 10:54:44 AM**City/State/Zip:** Seattle, Washington 98115**Company Complaining About:** Comcast

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**Description**

I'm urging FCC Chairman Wheeler to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast (my ISP) itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. By exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. This is not fair.

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**Ticket: # 1261996 - Comcast newly imposed data caps for Xfinity**

**Date:** 10/13/2016 11:23:42 AM

**City/State/Zip:** Manchester, New Hampshire 03102

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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**Ticket: # 1262022 - Comcast's 1TB Data Cap**

**Date:** 10/13/2016 11:30:30 AM

**City/State/Zip:** West Valley City, Ut, Utah 84128

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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**Ticket: # 1262031 - Comcast Data Caps**

**Date:** 10/13/2016 11:32:21 AM

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

**Company Complaining About:** Comcast

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## **Description**

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. "

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**Ticket: # 1262104 - Comcast Data Caps**

**Date:** 10/13/2016 11:58:11 AM

**City/State/Zip:** Beaverton, Oregon 97006

**Company Complaining About:** Comcast

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**Description**

Comcast is enacting monthly data caps in detriment to me and many customers like myself. Enacting policies such as these allows comcast to begin a cash grab from customers wallets while providing no additional products or services. Additionally, the product delivered by comcast is rarely the quality of the product which they advertise. For example, I pay for an Internet service at speeds over 50mb/s but netflix constantly struggles to function, a connection which takes less than 2mb/s to run.

Comcast has also stifled competition in the area, limiting my options from whom I may receive my Internet service, while also refusing to reinvest into their own infrastructure to provide an improved product, or even provide the product that is advertised.

In summation, Comcast is attempting to extort additional money from every customer through no additional service, has stifled competition and consumer choices of Internet service providers, has intentionally stalled development of their network, and advertises a product which they rarely deliver.

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**Ticket: # 1262106 - Comcast rent-seeking**

**Date:** 10/13/2016 11:59:08 AM

**City/State/Zip:** Palo Alto, California 94301

**Company Complaining About:** Comcast

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## **Description**

I am registering this complaint with the FCC to urge them to stand with Internet users and pass strong, loophole-free rules against so-called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1262169 - Comcast's Data Cap!**

**Date:** 10/13/2016 12:18:13 PM

**City/State/Zip:** Lakewood, Colorado 80227

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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**Ticket: # 1262171 - Internet Data Caps**

**Date:** 10/13/2016 12:18:36 PM

**City/State/Zip:** Noblesville, Indiana 46060

**Company Complaining About:** Comcast

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## **Description**

I just received an email from Comcast stating that they will impose data caps (that I will exceed) next month. There is no technical reason for data caps, and they exist solely to make more money. I do not think that is fair and will have a chilling effect on internet usage.

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**Ticket: # 1262175 - Comcast Data Caps are a preventative message against the Future**

**Date:** 10/13/2016 12:19:47 PM

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

**Company Complaining About:** Comcast

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**Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. 1TB might seem reasonable today, but in the future where everyone is trying to stream 4K videos, it is protectionism so that people have to subscribe to Comcast's cable.

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[Ticket: # 1262179 - Comcast's data cap policy](#)

**Date:** 10/13/2016 12:21:04 PM

**City/State/Zip:** Sacramento, California 95828

**Company Complaining About:** Comcast

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## **Description**

I'm writing in to FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1262240 - Comcast recently rolled out a 1TB cap**

**Date:** 10/13/2016 12:36:59 PM

**City/State/Zip:** Raleigh, North Carolina 27615

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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**Ticket: # 1262348 - Data Caps from Comcast**

**Date:** 10/13/2016 1:19:43 PM

**City/State/Zip:** Tomball, Texas 77377

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

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**Ticket: # 1262351 - Data Caps**

**Date:** 10/13/2016 1:20:05 PM

**City/State/Zip:** Pueblo, Colorado 81008

**Company Complaining About:** Comcast

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## **Description**

I'm emailing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications

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[Ticket: # 1262362 - Comcast imposing data caps](#)

**Date:** 10/13/2016 1:22:54 PM

**City/State/Zip:** Yanceyville, North Carolina 27379

**Company Complaining About:** Comcast

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## Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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[Ticket: # 1262399 - Data caps](#)

**Date:** 10/13/2016 1:36:12 PM

**City/State/Zip:** Cincinnati, Ohio 45249

**Company Complaining About:** Comcast

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### **Description**

DO SOMETHING ABOUT DATA CAPS AND COMCAST! HOW MANY PEOPLE HAVE TO COMPLAIN LOUD ENOUGH BEFORE YOU STOP COMCAST! LITRALLY SEARCH THEIR COMPANY NAME ON GOOGLE AND SEE WHAT PICTURES COME UP!

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[Ticket: # 1268436 - 1TB Data cap](#)

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

**City/State/Zip:** League City, Texas 77573

**Company Complaining About:** Comcast

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## **Description**

Don't agree with my internet having a data cap.

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**Ticket: # 1262423 - Comcast Data Caps**

**Date:** 10/13/2016 1:45:14 PM

**City/State/Zip:** Clarkston, Michigan 48346

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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[Ticket: # 1262439 - Data caps from Comcast ISP](#)

**Date:** 10/13/2016 1:49:21 PM

**City/State/Zip:** Abbottstown, Pennsylvania 17301

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing caps on home/business internet data usage, which is restrictive and stifling to innovation in the marketplace. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options.

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**Ticket: # 1262461 - Comcast Data Cap**

**Date:** 10/13/2016 1:55:21 PM

**City/State/Zip:** La Grange Park, Illinois 60526

**Company Complaining About:** Comcast

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## **Description**

I am concerned about the data cap that Comcast is implementing for its customers. I understand that they are rolling out 1TB data caps for the internet and in this day and age I should not be worried about data caps except for my phone data. I should not have to worry when I'm sitting in my own house that I will be charged \$10 if I go over my "data cap" in my own home. We are in an inherently data -connected age now, and this should not be something that I would get gouged over. Comcast claims they're not inconveniencing anyone except the top 1% of users, but again, I don't want have to worry about paying them extra if I go over the amount they've deemed is appropriate for me. It's wrong.

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**Ticket: # 1262490 - Comcast Data Cap****Date:** 10/13/2016 2:02:21 PM**City/State/Zip:** Robbinsdale, Minnesota 55422**Company Complaining About:** Comcast

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**Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. In addition, Comcast is exempting its own streaming service from the data cap, claiming that it is a cable service which it clearly is not. Consumers deserve better, and we will not stand for it.

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**Ticket: # 1262635 - Comcast data caps**

**Date:** 10/13/2016 2:46:06 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast, which the FCC recently fined for its terrible business practices, is once again attempting to stifle internet freedom and availability in its pursuit of profits. Our world has reached a point where even the U.N. recognizes internet access as a basic human right, and Comcast's implementation of data caps is a looming threat to this right.

In many locations, Comcast has already implemented a 1TB data cap on its customers. The company claims this is a reasonable limit that few users will exceed, but the data caps will inevitably be implemented to Comcast customers in all regions. And before long the 1TB limit will be reduced to 750 or even 500GB under the same pretense that "most customers don't use that much data". Eventually those internet data caps will be cripplingly low, and customers will be charged exorbitant amounts to upgrade their internet plans. Moreover, because many areas - such as the city where I live - only have one major internet service provider. That means customers have no reasonable alternative, and Comcast has an effective monopoly to charge whatever rates they desire. Of course this is a symptom of a larger problem, but emphasizes the point that Comcast can abuse these data caps with little regulation and doesn't have to worry about losing any customers.

In addition to these concerns about customer abuse, the data caps are another way for Comcast to slowly infringe upon net neutrality. What happens when users can't stream Netflix or Hulu because of their data limit, but Comcast's own X1 streaming service conveniently doesn't count towards their own data limit. Is that not the same as providing preferential speeds to certain websites and services while limiting others to the internet slow lane?

Finally, consider this point. Does it sound reasonable for a cable company to limit how many hours of TV you can watch every month? If that sounds absurd, then the idea of internet data caps should as well. Please consider these facts carefully when considering the current state of internet service, and prevent internet data caps from becoming a harsh reality.

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**Ticket: # 1262573 - Data caps on comcast**

**Date:** 10/13/2016 2:26:11 PM

**City/State/Zip:** Fort Collins, Colorado 80525

**Company Complaining About:** Comcast

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## **Description**

Comcast is creating a data cap on a supposedly unlimited service. I have been a comcast customer for over 8 years and use between 500Gb and 1TB per month on their service. Just to download my gaming library from steam, it takes over 2TB and with games becoming larger and larger and offering no physical media- caps are unreasonable. In addition to this concern, they underestimate the amount of download bandwidth common things like web surfing incur on their network. They estimate 185Mb for an hour of web surfing while their own website is 25Mb per refresh. Using their own math on their own website would only allow you to view that page 6 times before the estimate would exceed theirs. Also, they appear to be targeting streaming services using high quality content by putting these caps in place. As 4k content becomes available it will require 7Gb per hour to stream, allowing on 146 hours to be used per month before incurring additional bandwidth charges. Compounded by up to 6 users- as I have in my home- allows only 24 hours of high quality streaming per user. That is less than an hour per person, per day.

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[Ticket: # 1262586 - Comcast Data Cap](#)

**Date:** 10/13/2016 2:30:09 PM

**City/State/Zip:** Saint Paul, Minnesota 55130

**Company Complaining About:** Comcast

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## **Description**

Comcast is adding data caps in my area, and the only way to not have the cap is to pay extra money. I cannot switch to another provider because none to my home offer the same speeds. I'll either be forced to move or pay Comcast more money. We've been customers for many years, we are a high data consumption household, we feel like we are being taken advantage of.

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**Ticket: # 1262617 - Comcast 1TB Data Cap**

**Date:** 10/13/2016 2:39:39 PM

**City/State/Zip:** Maple Grove, Minnesota 55369

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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[Ticket: # 1265316 - Data Caps](#)

**Date:** 10/14/2016 1:05:55 PM

**City/State/Zip:** Brighton, Michigan 48197

**Company Complaining About:** Comcast

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## **Description**

Comcast instituting a data cap flies in the face of necessary technological benefit and shits on the concept of competition and free market.

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[Ticket: # 1262654 - Comcast data caps](#)

**Date:** 10/13/2016 2:51:45 PM

**City/State/Zip:** Littleton, Colorado 80128

**Company Complaining About:** Comcast

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## **Description**

With the pace of technology, the data caps that Comcast is rolling out to more and more geographic areas, will only serve to line their pockets. I understand that they are a business but these actions will only stifle innovation that the telecoms should have done when they received government funding years ago.

I've personally reaped massive benefits from all of the information available, from legal sites at that, that I can't imagine that as far as we've come to only be at the mercy of those companies that want to slow our country down.

Not to mention where the US measures against other countries in regards to connectivity. Why do we consider ourselves an innovative country but handicap our ability to use those innovations?

In the sense of full disclosure, I have no issue with Comcast's service. When it works, it works great, but their business practices and associated lobbyists shouldn't set precedence for our country.

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[Ticket: # 1262687 - Comcast Data Cap](#)

**Date:** 10/13/2016 3:01:41 PM

**City/State/Zip:** Spokane Valley, Washington 99016

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently instituted a data cap of 1TB on all customers in Washington, and possibly everywhere else in the country. I believe this goes directly against the ideal of internet as a public utility, and serves no purpose other than to cause more fees and headache to the consumer.

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**Ticket: # 1262731 - Comcast Internet Bandwidth Cap**

**Date:** 10/13/2016 3:10:21 PM

**City/State/Zip:** Antioch, Illinois 60002

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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**Ticket: # 1262744 - Opposing Comcast's Internet Bandwidth Cap**

**Date:** 10/13/2016 3:13:30 PM

**City/State/Zip:** Clovis, California 93619

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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**Ticket: # 1262785 - Comcast Imposing Data Caps**

**Date:** 10/13/2016 3:20:37 PM

**City/State/Zip:** Santa Clara, California 95050

**Company Complaining About:** Comcast

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**Description**

The addition of an arbitrary data cap (when there was none present before) has several disadvantages.

Allow Comcast to police itself over measuring the usage of users is in direct conflict of interest as charging more for the very next megabyte after 100GB does not require any additional difference in supplying the first 100GB.

My family receives 100% of its entertainment from online sources which allow us to tailor our needs selectively and on an at need basis. I have no other choice in my area for reliable fast/high speed internet making Comcast effectively a monopoly.

Regulation is the only solution. The Internet is a utility and needs to be maintained as such.

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[Ticket: # 1262846 - Data caps](#)

**Date:** 10/13/2016 3:39:32 PM

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

**Company Complaining About:** Comcast

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## **Description**

I have Comcast Internet and they are implementing a data cap and if you exceed it they are going to charge more. My plan has been unlimited and I feel that this is against the net neutrality provisions

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**Ticket: # 1262885 - Comcast Data Cap**

**Date:** 10/13/2016 3:51:52 PM

**City/State/Zip:** Martinez, California 94553

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in California. This change constitutes a major alteration to the service they sold me, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Thank you for your time.

**(b) (6)**

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**Ticket: # 1262945 - Comcast Data Caps**

**Date:** 10/13/2016 4:09:45 PM

**City/State/Zip:** Portland, Oregon 97201

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. While I do have one other option for broadband internet, it is only DSL and is really no alternative at all, with promised bandwidth of only 1.5Mb. And many people literally have no alternative for broadband internet service.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

Portland, OR

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**Ticket: # 1262971 - Keep internet access UNCAPPED!**

**Date:** 10/13/2016 4:24:17 PM

**City/State/Zip:** Brooklyn, New York 11206

**Company Complaining About:** Comcast

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## **Description**

I'd like to urge Chairman Wheeler to stand with Internet users and pass strong, loophole-free rules against "Data Caps".

There is no legitimate, technical reason for these data caps. Comcast, for one, even admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes.

The real reason behind these caps is to protect Comcast's (and other ISP companies' ) monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

The internet is no longer a luxury but a utility that every American needs un-capped access to. Please do everything in your power to ensure this.

Thank you.

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**Ticket: # 1262992 - Data caps from comcast**

**Date:** 10/13/2016 4:32:33 PM

**City/State/Zip:** Rohnet Park, California 94928

**Company Complaining About:** Comcast

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## **Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, game downloading, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for. Internet, unlike utilities such as water or electricity, do not have a higher cost associated with higher usage once an infrastructure is in place. We are faced with a product which breaks the traditional supply-and-demand model because supply becomes truly infinite. Comcast is akin to a company that charges you to install an air vent in your home. They have a right to charge you for the labor and materials to install the vent, but they do not have the right to charge for the amount of air that flows through the vent. Down the road, they may charge you more for a larger vent as your needs expand, but again, it would be absurd to try and then limit the amount of air you are allowed to draw from an effectively infinite source. These practices must not be allowed to continue, as it only hurts the consumer and enriches a monopolistic entity. Consumers deserve better, and we will not stand for it. The Internet is not something that should be tiered, closed off, capped, or restricted from anyone anywhere on the planet. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

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**Ticket: # 1262998 - Comcast Data Cap Bait'n'switch**

**Date:** 10/13/2016 4:34:44 PM

**City/State/Zip:** North Salt Lake, Utah 84054

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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[Ticket: # 1263002 - Comcast Data Caps](#)

**Date:** 10/13/2016 4:35:48 PM

**City/State/Zip:** Fremont, California 94555

**Company Complaining About:** Comcast

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## **Description**

Comcast is a monopoly. It has implemented data caps as a business decision. These practices are anti-competitive and promote their own video service over netflix, amazon prime, etc.

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**Ticket: # 1263042 - Against Data Caps**

**Date:** 10/13/2016 4:44:24 PM

**City/State/Zip:** Parkland, Florida 33076

**Company Complaining About:** Comcast

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**Description**

I'm reaching out to FCC Chairman Wheeler and the FCC as a whole to urge them to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps.

Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion (source: <https://i.imgur.com/quf68FC.jpg> and attached). Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes.

The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. "

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[Ticket: # 1263043 - Data caps](#)

**Date:** 10/13/2016 4:44:32 PM

**City/State/Zip:** Springfield, Oregon 97478

**Company Complaining About:** Comcast

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## **Description**

I do not believe that data caps by comcast are fair, nor justified. Data is not a resource, like oil, that is scarce or non renewable. To place an artificial cap or scarcity on it is poor business practices, and we as consumers have no other reliable or comparable high speed data providers to purchase our high speed data lines from.

This is clearly a money grab by comcast to try to stem the financial losses from their television sector.

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**Ticket: # 1263136 - Comcast 1TB Data Cap**

**Date:** 10/13/2016 5:20:45 PM

**City/State/Zip:** Littleton, Colorado 80128

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

In my case, my data backup provider (Amazon) already charges for higher data rates up and down. If I were to have to restore a backup , I would incur fees on both ends.

The cap is not on data rates or limited to congested hours, nor is the cap any higher for users who pay extra for higher speeds. This is an abuse of their regulated monopoly. Please regulate them appropriately.

Sincerely,

(b) (6)

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[Ticket: # 1265645 - Comcast Data Cap](#)

**Date:** 10/14/2016 1:38:01 PM

**City/State/Zip:** Clark, New Jersey 07066

**Company Complaining About:** Comcast

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### **Description**

Data caps are senseless fear mongering by telecom to give their customers a worse experience just to save a buck.

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**Ticket: # 1263223 - Comcast Data Cap****Date:** 10/13/2016 5:42:57 PM**City/State/Zip:** Paradise, California 95969**Company Complaining About:** Comcast

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**Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access or in my case nothing that compares to the speed. 4) if they do upgrade the service in my area I will start to get closer and closer to that data cap through novel ways of content consumption as well as the impending prevalence of UHD data streams that will again push me toward said data cap. 5) I have small children now and their appetites for data consumption will only increase from here on out see #4. I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

**(b) (6)**

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**Ticket: # 1263241 - Comcast Data Caps**

**Date:** 10/13/2016 5:48:32 PM

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

**Company Complaining About:** Comcast

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## **Description**

I recently signed a contract with Comcast for my high speed internet needs under the impression that I was able to use unlimited internet with a set amount of bandwidth. Two months later, I read an article that comcast is now implementing a 1 TB data cap with possibility for overage charges for those that go beyond. In my house, we have 1 TV, 2 computers, and our usage has reached 700 GBs of data in a month. This means that if I were to replace my TV for a 4K or even just buy a second TV, I would be exposed to these additional charges that I never meant to be subject to. As technology in general moves forward, so do our data needs. Help!

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[Ticket: # 1263393 - Comcast data caps are unacceptable and damaging to America.](#)

**Date:** 10/13/2016 6:41:55 PM

**City/State/Zip:** Tacoma, Washington 98406

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are unacceptable and damaging to American interests. Please stop them from ruining the internet in America. They are only trying to stifle competition and innovation.

Thankfully there are other options in our area but the rest of the country is not so lucky.

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**Ticket: # 1263400 - COMCAST BAIT AND SWITCH**

**Date:** 10/13/2016 6:44:40 PM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

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**Ticket: # 1263404 - Comcast Data Caps**

**Date:** 10/13/2016 6:46:48 PM

**City/State/Zip:** Clackamas, Oregon 97015

**Company Complaining About:** Comcast

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**Description**

In Portland, OR Comcast is without feedback, restraint or input from the public instituting data caps for its customers. This is the case of a limited competition oligarchy borderline monopoly in some areas forcing the hands of its consumers in order to bleed more money from already inflating monthly bills.

I did not approve this. I did not vote on this. Internet is a basic utility and should be protected in it's freedom of use for all citizens. Comcast being allowed to continue this practice is simply one step in a direction of slowly limiting our access without further payments. This should be considered an illegal business practice and regulated immediately by any such businesses holding such unencumbered monopolistic markets.

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**Ticket: # 1263552 - Data Caps Imposed by Comcast Inc.**

**Date:** 10/13/2016 7:48:31 PM

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

**Company Complaining About:** Comcast

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## **Description**

Data caps imposed by Comcast Inc. are anti-net neutrality by discriminating against websites that inherently use large amounts of data. Using websites such as Netflix, or YouTube can use large amounts of data. This is amplified in situations where the quality of the videos streamed from these websites are set to the highest, as well as when there are multiple people in a household, using the aforementioned websites, at the same time. Situations like this are constant throughout the day, and large amounts of data can be consumed in situations like this.

When the data cap is reached due the aforementioned situation, Comcast's data caps force the user to deal with throttled internet speeds until the next billing cycle, or if they pay up for even more data. This punishes the user for using a service they paid for, just because they hit the limit of an arbitrary number set by the internet provider. An arbitrary number set by the provider because they are the only internet provider in the area, or the only provider in the area able to provide internet fast enough for an evolving world where internet access -and speed- is becoming more and more vital to the everyday lives of the population.

Therefore, I find Comcast's data caps, and monopolistic practices unsatisfactory, and is leading to the filing of this complaint of mine.

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[Ticket: # 1263574 - Comcast implemented a new anti-competitive policy](#)

**Date:** 10/13/2016 7:57:24 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast implemented a data cap in Colorado. In their position as a legacy provider of television and content, this data cap is targeting rival streaming video services like Netflix. This is clearly anti-competitive and makes use of their natural monopoly. They have created the initial cap at a level where they do not expect to see much resistance but knowing full well internet usage will increase as time goes on, especially with the advent of 4k streaming.

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**Ticket: # 1263726 - Comcast data caps**

**Date:** 10/13/2016 9:29:32 PM

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

**Company Complaining About:** Comcast

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## Description

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information. Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves. I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

While on the surface it may seem that 1TB is enough for anyone, it is anti-competitive, anti-consumer, anti-innovation, and I don't think it should be permitted.

### Anti-competitive

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

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

We are already starting to see anticompetitive behavior in the marketplace with companies ignoring net neutrality. An example is Tmobile, where certain content, from companies they have picked, do not count towards your mobile data usage. Controlling the pricing for internet traffic based on where the traffic is from allows ISPs to control which companies succeed and which fail. With more

competition and more ISPs available to the general public this may not happen. Unfortunately though, for the immediate future, we must live with the reality that the vast majority of the US have little or no choice when it comes to their ISP. New ISPs that attempt to enter the marketplace, such as Google Fiber, often face many uphill battles as companies such as Comcast and AT&T attempt to roadblock their progress with legal suits.

#### Anti-innovative

As we enter a more connected world people should be motivated to design and build a future that takes advantage of our infrastructure. Artificially limiting the available infrastructure limits that available space in which to innovate. Despite the snail's pace of advancement in networking infrastructure in the US, services such as streaming videos, remote desktop, and video calling would not be possible for the wider public on the infrastructure we had 20 years ago. Imagine what advancements may be possible in the next 20 years if we support improved and open networks instead of allowing companies with borderline monopolies to artificially limit the flow of traffic. Additionally, techniques for limiting network congestion are deprioritized in order to work around these data caps as lower network congestion does not affect the user's end price. Solutions such as peer-to-peer networks and caching do not affect the user's price as users are still paying for the amount of data input and output from their homes, regardless of how far the data had to travel.

#### Anti-Consumer

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

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

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

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

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**Ticket: # 1263764 - Unlawful Internet Cap**

**Date:** 10/13/2016 9:46:15 PM

**City/State/Zip:** Elgin, Tennessee 29045

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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**Ticket: # 1263796 - Comcast data caps**

**Date:** 10/13/2016 10:02:13 PM

**City/State/Zip:** Chico, California 95973

**Company Complaining About:** Comcast

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## **Description**

I have following complaints with Comcast:

- Comcast is using it's monopoly position to give it's own TV service an unfair advantage, by enacting a data cap as of November 1st. It will have the effect of making Netflix, Hulu etc. more expensive. The \$10 per 50GB are in no relation to the price it costs comcast. It's simply an abuse of comcasts monopoly position as there is no other broadband provider available in my area.
- The way the change in contract got communicated is unacceptable. That should have to be done in writing.

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**Ticket: # 1263806 - Data Caps**

**Date:** 10/13/2016 10:07:05 PM

**City/State/Zip:** Littleton, Colorado 80120

**Company Complaining About:** Comcast

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## **Description**

To Whom It May Concern,

I received communication from my internet service provider, Comcast, that I will now have to abide by their newly enforced data caps, beginning on November 1st. Less than a month's notice was given. I was not offered a discount for receiving this completely limiting change but rather an option to more than double my bill to continue receiving the same service I have had as a customer for 9 years.

This new change in no way benefits myself or the people in general and I am appalled the conduct is being permitted by you, the regulatory committee. Yes the data cap is extremely high, however the reasons Comcast is giving for this change are blatantly false and they could reduce the caps at any time.

This is the same company that two separate times has sneakily billed me rental charges for my own router that I bought. That the FCC would turn a blind eye to this not only threatens net neutrality but the affordability of information access. What next, telling people they can only read five books a year, any additional material will cost a fee. To limit information is to limit knowledge which can only hurt the people you should be protecting.

It's not too late to make changes and I hope with sincerity that you take this, and all of the other complaints, with the serious consideration they deserve and make the necessary changes that people are calling out for.

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**Ticket: # 1263866 - Internet Data cap (Comcast) or any ISP.**

**Date:** 10/13/2016 11:15:03 PM

**City/State/Zip:** Grand Rapids, Michigan 49525

**Company Complaining About:** Comcast

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## **Description**

Data caps are a way of limiting our freedom on the internet. It hurts the general public in that it limits us the users from obtaining and doing things we want in our lives. If internet has become a utility it needs to start being treated like one. One that we as consumers have access to without limit.

Comcast set a data cap in my area recently where as before I did not have one. Once I hit the cap I will be charged more. So my only option is to go to a slower speed internet so I can try to slow myself down from actually hitting the cap. This is moving backwards, not forwards.

Just because I use alternatives to watch TV or movies like Netflix or other sites online and do not pay for cable tv. I have not paid for cable tv since around 2003 - 2005 by the way. My only outlet is the internet. So if I stream movies and music and I upload video's to youtube and stream my video games to twitch.tv I will plow through the 1TB limit without even trying. Having a data cap it would be better off for me to move to Russia where there are no data caps. I mean seriously... Why are we so far behind in infrastructure and competition in the ISP/Data internet scheme of things?

Now, because there are data caps, what you doing to stop any and all traffic going over the IP address to my home except the data traffic I approve of? Microsoft windows 10 now forces people to update. You can only set a 12hr period where it will not forcibly update and reboot your computer.

The spam emails that get downloaded into my mail client? How come you haven't stopped the spam if the data is going to count against me? I didn't approve it, nor do I approve any webcrawlers, port sniffers, or even Comcast itself from pinging my modem and using "my" so called limited data. Why should I pay for all that if I am limited?

Get on the horse FCC, stop these criminals from destroying what we have in America.

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**Ticket: # 1263827 - Comcast Data Caps**

**Date:** 10/13/2016 10:27:47 PM

**City/State/Zip:** Sterling Heights, Michigan 48310

**Company Complaining About:** Comcast

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## **Description**

The fact that we have to even write to you regarding this matter is absurd.

How does one (most hated) company monopolize something that was made by people for people and have the government watch without recourse? Why are you allowing the United States of America to become a laughing stock in tech due to pure greed? How do you expect innovation to flourish when at its core its being stifled by greedy CEO's only caring about the bottom line? Data caps are purely and fundamentally designed to increase profits and rob its customers. Every part of the online experience is heading towards larger data transfers due to higher quality content yet you are allowing a company to move backwards in order to profit? There is no logical explanation that anyone at comcast can give which would explain the need for them and the fact that due to lobbying our great government allowed ancient laws to be used to monopolize every humans right is disgusting.

Countries with significantly lower GDP's around the world understand the importance of internet let alone competition and provide faster and cheaper access to it. While this "great" country allows one soulless company to blatantly steal and overcharge its customers knowing that the FCC will do nothing or laughably fine them what essentially equates to 0.01% of their net profit. No wonder they continue these horrible practices since the cost of business is less than pennies on the dollar and thanks to the FCC and absurd laws most people are stuck with only one internet provider, comcast.

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[Ticket: # 1263905 - Comcast Data Cap](#)

**Date:** 10/13/2016 11:43:17 PM

**City/State/Zip:** Hopkins, Minnesota 55343

**Company Complaining About:** Comcast

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## **Description**

The imposed data cap by comcast was not part of the original purchase agreement. It threatens to limit use of other internet services such as sling TV and playstation Vue and force us in to Comcast's TV packages. More importantly it threatens to limit internet creativity and development by opposing hearty fees for using too much data.

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**Ticket: # 1263944 - Comcast data cap**

**Date:** 10/14/2016 12:21:21 AM

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

**Company Complaining About:** Comcast

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## **Description**

On 10/6 I received an email from Comcast that my internet would be capped with a 1TB data plan. My contract with Comcast included unlimited data and no caps. It is unfair and disingenuous for Comcast to suddenly place this cap on my internet. I live in Albuquerque, New Mexico, and currently, Comcast is the only high-speed internet provider in my area, and holds an extreme monopoly over broadband for thousands of Albuquerque residents.

Comcast is stifling competition and attempting to drive streaming media companies like Netflix out of business by squeezing their own customers with capped data plans and then pushing their 4K television services on us - which is highly inferior compared to streaming providers such as Netflix and Amazon. I believe Comcast is trying to circumvent net neutrality rules by punishing their own customers with data caps. 1TB of data is a lot today, but when 4K content shows up in earnest, 1TB will not be enough.

I respectfully request the FCC put an end to Comcast's capped data plans. They have shown absolutely no proof that they reduce network congestion on its network, which has never been a problem to begin with. Comcast is attempting to utilize its monopoly to suppress streaming content providers in favor of their own streaming services. Comcast should compete, not use its monopolistic power to squeeze more money of its customers.

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[Ticket: # 1263967 - Comcast Data Caps and unfair pricing](#)

**Date:** 10/14/2016 1:54:30 AM

**City/State/Zip:** Tucson, Arizona 94079

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing data caps on consumers and I do not think this is fair. I live in an area that they have a monopoly in and cannot deal with data caps. This is limiting the amount I can use my internet with unjust costs and expenses.

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**Ticket: # 1263954 - Comcast Data Caps**

**Date:** 10/14/2016 1:20:57 AM

**City/State/Zip:** Humble, Texas 77396

**Company Complaining About:** Comcast

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## **Description**

Comcast has started placing data caps on our service. Comcast has claimed that this is to help ease network congestion, but Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. The caps are only put in place to increase profits for a company that already has sought to corner the market. Personally, I feel this is Comcast's effort to thwart Internet only users from "cord cutting" television services and using alternative methods. They've exempted their own streaming service from the data cap to provide more evidence into the greed of this decision. They already charge a good bit more than other services and blanket entire neighborhoods in my area so you aren't even given a choice for an ISP.

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**Ticket: # 1263964 - Against Comcast data caps**

**Date:** 10/14/2016 1:40:42 AM

**City/State/Zip:** Sunnyvale, California 94086

**Company Complaining About:** Comcast

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**Description**

I urge FCC Chairman Wheeler to ban Internet data caps like the ones imposed by Comcast.

There is no technical reason for data caps: Comcast itself admitted that these caps aren't about network congestion (<https://i.imgur.com/quf68FC.jpg>). Instead, these caps make it more expensive for customers to "cut the cord": since Netflix's Ultra HD uses 7GB per hour, I will be less likely to use Netflix which protects Comcast's monopoly in cable TV. As the size of videos and other media like games increases, data-intensive services that would have otherwise been developed will languish as data caps force consumers to avoid them.

Comcast also has a monopoly as the only high-speed ISP in my area, so like most Americans I cannot leave Comcast--the Internet has become an essential utility much like electricity. And it deserves the same consumer protections as other utilities.

Finally, because Comcast exempts its own video application Stream TV from its data cap, Comcast violates net neutrality by giving itself an advantage over all competing video applications.

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[Ticket: # 1264269 - Comcast Data Cap](#)

**Date:** 10/14/2016 10:43:59 AM

**City/State/Zip:** San Jose, California 95134

**Company Complaining About:** Comcast

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## **Description**

I already believe that Comcast charges an inflated price for internet, and they readily admit that the data caps they are imposing are not aimed at dealing with congestion. I think it is unfair, given that I have no real alternative for high speed internet where I live.

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**Ticket: # 1263965 - Comcast Data Cap**

**Date:** 10/14/2016 1:46:32 AM

**City/State/Zip:** Poolesville, Maryland 20837

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

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**Ticket: # 1263996 - Comcast Data Caps****Date:** 10/14/2016 3:21:59 AM**City/State/Zip:** Greenwood, Arkansas 72936**Company Complaining About:** Comcast

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**Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

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[Ticket: # 1264030 - Comcast data cap](#)

**Date:** 10/14/2016 6:44:35 AM

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

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about the upcoming data cap being set on all customers in November. If you go over you will get charged extra. I telecommute to work, and in my household of 3, we stream a lot of data, plus guests who all use our wifi whenever visiting. I am concerned for the future when streaming technology improves and higher data use becomes more commonplace. Comcast is the only service provider in my area that provides fast enough internet service, and we will be stuck with either paying overage fees every month or changing to a slower provider. Please stop Comcast from setting a cap on data usage.

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[Ticket: # 1264033 - Comcast](#)

**Date:** 10/14/2016 6:57:28 AM

**City/State/Zip:** Salem, Oregon 97301

**Company Complaining About:** Comcast

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## **Description**

This new "1 Terabyte" data cap will effect me heavily, I stream and upload youtube videos, as well as watch TONS of netflix and other online TV services. I have no better option in my area to switch to, so I either have to pay their \$50 unlimited data fee or not use the internet I already pay \$200 a month for.

They claim only 1% of their users go over 1 terabyte of data per month, so why even bother putting a cap on it at all?

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[Ticket: # 1264052 - Comcast data cap](#)

**Date:** 10/14/2016 7:41:55 AM

**City/State/Zip:** Saint Paul, Minnesota 55117

**Company Complaining About:** Comcast

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## **Description**

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. "

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[Ticket: # 1264055 - Comcast data cap](#)

**Date:** 10/14/2016 7:51:46 AM

**City/State/Zip:** Jacksonville, Florida 32254

**Company Complaining About:** Comcast

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## **Description**

I want to file a complaint about comcast's proposed data cap that is coming to my area. There is no technical reason to have this, and I believe it's just a money grab from this company since so many customers are cutting the cord and not watching their tv services and instead going to Netflix and such. I pay \$90+ a month just for internet while other cities have google fiber with no limits for half this price, and twice the speed.

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**Ticket: # 1264147 - Data Caps Unreasonable limitation on use; no competition**

**Date:** 10/14/2016 9:40:29 AM

**City/State/Zip:** McCall, Idaho 83638

**Company Complaining About:** Cable One

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## **Description**

Dear FCC:

I am writing with regard to Cable One. I live in McCall, Idaho where there are only two internet providers, and Cable One is the only provider that has true "high speed" internet. The other provider, Frontier Internet, uses DSL that is limited to < 10 Mbps, i.e. 1/10th the speed.

My family and I rely on the internet for work, communication, and leisure. We had the lower-tier plan with a 300GB/month cap, and after exceeding that cap for three months, were "forced" to upgrade from 100Mbps to 150Mbps to obtain a higher cap.

The new plan is 45% more expensive (\$80 vs \$55) and brings us NO useful benefit apart from the 33% increase in data cap. We do not need more speed on our connection - 100Mbps is plenty for our needs. So essentially, Cable One are "force-feeding" us a higher rate and higher speed plan, simply to increase the arbitrary cap.

This cap is much like providing a 125 gallons-per-minute firehose to bring water to a house, with only 250 gallons in the tank. When the water is gone, it doesn't matter how big the hose is.

In fact, at the download speed of 150Mbps (18.75 MBs), this cap will be used up in 21,333 seconds, or 355 minutes (5.9 hours). That is WELL under one day's worth of usage.

So we are being charged for a "fat pipe" that we cannot use even a tiny fraction of. In fact, we can only use 0.8% of the 150Mbps bandwidth available to us each month, due to the cap. (i.e. there are 790 hours in a 30 day month, divided by 5.9 hours to burn through the cap = 0.0081).

This is a clear case of "false advertising" - i.e. claiming that we can achieve 150Mbps on the family plan, when in fact we can only do so for less than 1% of the time in any month.

We have opted to remedy this situation by signing up with a second provider (Frontier), who though speeds are much slower, has no caps. In fact, this plan, at \$35/month, has a theoretical capacity of 1.7TB/month throughput (download at 5Mbps, assuming no outages), with no caps! The only problem is that it prevents members of my family (with three daughters) from using internet simultaneously. That's why we now have TWO providers.

Unfortunately, there are three problems with this scenario:

- 1) We are fortunate to have an income that allows us to pay for two different internet services. However, the average household could not afford this "workaround" to the unreasonable caps. (And we do so begrudgingly).
- 2) I have a computer science background, so I can configure the routing to work with two internet connections. This is beyond the typical user's abilities.

3) I have "done the math" to understand that Cable One is actually charging more than twice the amount for less than 1/3 of the total data per month than Frontier. The typical consumer does not realize the extent to which they are being deceived by Cable One's advertising. (I did not realize this for several years).

Worse, Cable One is actively punitive when it comes to their caps. I recently called them to inquire about an uncapped "Business Plan" (all other plans of theirs have caps, the highest being 500GB/mo). These plans are nearly twice the cost, they are slower, but they have no caps.

The representative told me that if we had exceeded the cap on our residential plan for 3 months in a row, we could not upgrade until we had FOUR MONTHS of not exceeding the cap before we could upgrade to the "Business" plan. It was after this phone call that I immediately called Frontier and ordered a second plan from another provider. If there were any reasonable way to not support Cable One, while maintaining internet access at >50Mbps, I would do so.

The only conclusion that a logical person can draw from this is that Cable One are trying to FORCE us into subscribing to their cable TV plans, which we will not do. I am very picky about the content I will let my family interact with, and we have much more control over that with the online services like Netflix, than with cable.

Another issue that's not apparent here is that of "cloud backups." (i.e. backups to a location that is offsite, in the cloud). We would like to use "cloud backups" to protect our family's precious memories (like photos) from disasters, but we have no hope of doing so under the caps. Our photo and video library exceeds 2TB. To back this up would consume 5 months of Cable One's measly caps - with no other usage whatsoever. That is simply not realistic.

Further, now that MacOS Sierra has a "cloud sync" feature, where one's desktop and documents are synced to the cloud, we cannot take advantage of that under the caps. (My documents folder > 400 GB, so it would burn through the cap).

This restriction prevents us from using modern, well-accepted computing practices, such as syncing and backing up our devices using the cloud.

Cable One is like a car dealer who sells a Ferrari that can go 250 mph, but it requires a very special kind of gas, and you can only buy 2 gallons per month. If you exceed your allotment of two gallons, they become punitive towards you, not even allowing you to upgrade to the 4 gallons plan because you dared to exceed the 2 gallons plan.

In no other area of legitimate business would such a dealer survive. However, because companies like Cable One have no realistic competition, they get away with forcing these kinds of unreasonable limitations down consumers' throats.

I sincerely hope that the FCC will step in and start regulating these unreasonable caps, that represent both deceptive business practices along with an attempt to force consumers to use services they do not want.

Cable companies are much more like a utility than a regular business, and these unreasonable data caps show that they do not take their responsibility to consumers seriously. If the companies cannot reasonably self-regulate, then the only other alternative is governmental regulation.

Sincerely yours,

(b) (6)

ps - Cable One operates in many low-income, low-education areas of the USA, making its deceptive practices even more egregious. However, it seems to "get away" with those practices exactly because it knows that its consumers aren't as well equipped to understand how they are being fooled into a sub-par service at premium cost.

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[Ticket: # 1266367 - Comcast 1tb data cap](#)

**Date:** 10/14/2016 3:02:52 PM

**City/State/Zip:** Green Bay, Wisconsin 54311

**Company Complaining About:** Comcast

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## **Description**

Comcast adding data limit goes against net neutrality rule. There should not be a data cap.

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[Ticket: # 1264179 - Complaint Regarding 1TB Data Cap](#)

**Date:** 10/14/2016 10:00:19 AM

**City/State/Zip:** Sarasota, Florida 34232

**Company Complaining About:** Comcast

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## **Description**

The need for a 1TB data cap while charging overages is an infringement upon the free Internet and is an attempt to discourage customer's from streaming video from the likes of Netflix and Hulu. It is solely meant to drive more Comcast customers to purchase cable TV service from Comcast and deters innovation and kills off competition in the technology space. If Comcast feels the need to increase revenues, they should innovate to make customers want to pay more rather than to cap services.

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[Ticket: # 1264264 - Comcast Data Cap](#)

**Date:** 10/14/2016 10:41:02 AM

**City/State/Zip:** Sugar Land, Texas 77479

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a 1tb data cap starting November 1st. This 1tb data cap is like Comcast is trying to limit us like how most cell phone providers do and only limit the users to a certain amount of data per month. With this 1tb data cap, I can no longer freely browser the internet without having to worry about paying overages that before I never had to worry about.

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**Ticket: # 1264287 - Comcast data caps**

**Date:** 10/14/2016 10:49:48 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast will be implementing data caps in my area. I believe this is anti-consumer and anti-innovation. With streaming services and ever increasing internet dependence, implementing caps will stifle new services.

Internet data is increasing in size. 4k quality video will become the next standard in a few years. (As did 1080p before). At 7gb an hour it would take an average of 4 hours a day to go over your data cap.

That's only counting streaming. Purchasing and downloading video games can easily take up several hundred more GBs. And then a typical user needs internet for a lot more.

With data caps, not only would I need to limit my use of other services, but I would be less likely to buy other services as well, because my Cap could not handle it.

Caps would essentially hurt other businesses dependent on the internet as well as consumer habits. Even with a TB cap, increasing quality and size of data will easily overtake that limit, especially as we move to the future.

Also to note is a lot of downloads are outside of the users control. (Windows updates) these happen automatically and can take a lot of data. With caps, Comcast would limit a users security by not allowing them to download updates. Security is of increasing importance in today's dat and age.

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[Ticket: # 1264901 - Data caps](#)

**Date:** 10/14/2016 12:25:31 PM

**City/State/Zip:** Stillwater, Oklahoma 74075

**Company Complaining About:** Sudden Link

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### **Description**

Data caps are arbitrary and hurt the consumer. It is ridiculous that you are allowing companies to price gouge consumers on such an important utility.

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[Ticket: # 1264560 - Data cap 1tb per year - Comcast](#)

**Date:** 10/14/2016 11:46:01 AM

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

**Company Complaining About:** Comcast

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### **Description**

I work in IT, there is no reason for a data cap besides Comcast trying to make more money for users who use more than 1tb.

Horrible company, ridiculous policy!

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[Ticket: # 1264393 - Comcast is enacting a 1TB data cap limit beginning November 1st](#)

**Date:** 10/14/2016 11:22:56 AM

**City/State/Zip:** Worcester, Massachusetts 01603

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting a 1TB data cap limit beginning November 1st. This is a horrific event and will surely stymie innovation in the USA.

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**Ticket: # 1264438 - New Comcast data caps**

**Date:** 10/14/2016 11:29:30 AM

**City/State/Zip:** West Columbia, South Carolina 29169

**Company Complaining About:** Time Warner

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## **Description**

I have been a customer of Time Warner Cables since the late 90's when they first put the cable internet system in. I have stayed with them because they are the only ISP that offers high speed and no data cap. Now, with the merger, they wish to charge me an extra \$50 for that privilege. This merger has made my already over priced cable internet more expensive. If only there was viable competition.

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**Ticket: # 1264446 - Comcast Data Caps**

**Date:** 10/14/2016 11:30:07 AM

**City/State/Zip:** Naperville, Illinois 60540

**Company Complaining About:** Comcast

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### **Description**

As a Comcast subscriber, I'm very upset by comcasts recent decision to impose a data cap on my Internet usage. This cap will infringe on what should be my right to unrestricted Internet usage, especially as content quality improves. In my market I'm left with few viable alternatives, so it's almost impossible to "vote with my wallet".

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[Ticket: # 1264447 - Comcast data caps](#)

**Date:** 10/14/2016 11:30:09 AM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast

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## **Description**

Comcast's planned data caps violate the service I am purchasing and unfairly target high utilization individuals. While I am not currently over their cap, as the internet adds more high definition content I may easily go over in the future. Artificially limiting data caps, while already paying for bandwidth, is unfair to the future of digital communications.

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[Ticket: # 1264489 - 1TB data cap](#)

**Date:** 10/14/2016 11:35:04 AM

**City/State/Zip:** Omaha, Nebraska 68106

**Company Complaining About:** Comcast

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## **Description**

I do not believe in data caps. I do not think the FCC should allow Comcast or anyone to impose data caps on internet use. This is not a value added for the consumer and only limits or controls customer behaviors and actions if they don't pay more money. This is unacceptable.

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**Ticket: # 1264509 - Comcast Data Caps**

**Date:** 10/14/2016 11:38:16 AM

**City/State/Zip:** Greeley, Colorado 80634

**Company Complaining About:** Comcast

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## **Description**

Starting November first my internet will be limited to a 1 terabyte data cap which Comcast is rolling out nation wide. As someone who only uses Comcast strictly for an internet connection this is too much. Comcast is fully capable of running their servers if everyone is on unlimited data, they have this whole time. This is just pure greed and abuse of power, plain and simple. Internet is no longer a luxury, it is a utility and is too precious to be limited in the name of profit and Comcast should not be allowed to get away with this. Based on their track record they will increase prices and most likely reduce the 1 terabyte data cap. Data caps are hindering everyone.

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**Ticket: # 1264568 - Comcast Data Caps****Date:** 10/14/2016 11:47:23 AM**City/State/Zip:** St. Paul, Minnesota 55114**Company Complaining About:** Comcast

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**Description**

Recently Comcast has announced that they are going to be rolling a 1TB data cap on most of their customers, and once customers pass the cap they will have their network usage throttled and charged for each 50 GB surpassed. If Comcast is able to do this, what stops any other Internet Service Provider from doing this? The Internet has become such an important aspect of modern life that we cannot allow access to it to be limited at all.

The disgusting part is that many residents do not have any choice of who their internet service provider is. If they want internet access in their home, they HAVE to get Comcast service. In the modern world, internet access is a basic human necessity. From completing school work to staying in contact with friends and family. Internet access is simply a basic need to the modern American. Comcast has a monopoly in many regions backed by municipal agreements preventing free and open market. Putting a data cap on internet usage impairs the natural growth and innovation of the internet. It may be true that many people will not use close to that much data, but what about in 5 years? Or even next year. With many services moving to higher and higher resolution HD video, such as the recent move to 4k for many services such as Netflix, data usage will continue to grow.

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

TL;DR: Data caps, or "Data usage plans" are anti-consumer and un-American.

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[Ticket: # 1264569 - Comcast data cap](#)

**Date:** 10/14/2016 11:47:36 AM

**City/State/Zip:** Parker, Colorado 80134

**Company Complaining About:** Comcast

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## **Description**

Comcast is only enacting data caps because they are greedy. They are taking advantage of their, in some places, monopoly so people cannot use another service. It's pure exploitation.

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[Ticket: # 1264668 - Comcast data caps](#)

**Date:** 10/14/2016 11:59:54 AM

**City/State/Zip:** Doylestown, Pennsylvania 18901

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps should be made illegal

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[Ticket: # 1264610 - Comcast Data Cap](#)

**Date:** 10/14/2016 11:52:47 AM

**City/State/Zip:** Austin, Texas 78712-1043

**Company Complaining About:** Comcast

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## **Description**

Comcast is capping their data usage at 1TB. This is a direct move against the notion of people having unfettered access to information, data, and public knowledge. This suppresses the public's ability to gain new knowledge, learn, grow, and be a part of the global economy and global discourse. Data caps such as these are directly harmful to America's ability to produce educated, productive members of society.

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[Ticket: # 1264621 - Data caps](#)

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

**City/State/Zip:** San Francisco, California 94115

**Company Complaining About:** Comcast

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### **Description**

Comcast is enforcing a data cap starting November 1st. This is completely unacceptable. Stop this now.

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[Ticket: # 1264622 - Data Caps Implemented by CableOne](#)

**Date:** 10/14/2016 11:54:22 AM

**City/State/Zip:** Nampa, Idaho 83687

**Company Complaining About:** Cable One

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### **Description**

Cable One has data caps implemented. Their policy is that if you go over your data cap, 3 total times, you are forced to upgrade your service. I have had to do this 3 times already and am paying \$150+ a month for my current plan.

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**Ticket: # 1264626 - Comcast's 1TB data cap**

**Date:** 10/14/2016 11:55:09 AM

**City/State/Zip:** Boulder, Colorado 80306

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a 1TB data cap on my account on the first of November 2016. I am complaining for the following reasons.

This is leveraging a lack of consumer choice due to local monopoly to their advantage.

This is intentionally engineered to lag behind the rest of the world in broadband availability and cost to consumers.

This impacts the ability for everyday people to participate in the modern economy due to artificial restrictions of a service that frankly, should be classified as a utility.

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

This is blatantly anti-consumer and should be addressed as anti-trust.

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[Ticket: # 1264653 - Comcast Data Cap](#)

**Date:** 10/14/2016 11:59:04 AM

**City/State/Zip:** Shelton, Connecticut 06484

**Company Complaining About:** Comcast

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## **Description**

With 4k streaming becoming more common, 1 TB of internet usage is becoming more common. Comcast placing this on people is terrible and is not ethical, since there is an unlimited amount of internet. Exceeding the data cap will NOT affect them any negative way. Please stop these buffoons.

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[Ticket: # 1265239 - Data Caps](#)

**Date:** 10/14/2016 12:58:00 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast is adding data caps to an effectively limitless resource solely to collect a "toll". Definitely not cool.

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**Ticket: # 1264661 - Comcast Data Caps**

**Date:** 10/14/2016 11:59:23 AM

**City/State/Zip:** Tallahassee, Florida 32311

**Company Complaining About:** Comcast

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## **Description**

I'd like to voice my concern over Comcast constantly testing the waters in regards to how much money they can squeeze out of their victims. I mean customers. The soon-to-be-implemented 1TB data caps aren't for some kind of infrastructural stress relief, but simply to siphon money from those who use a lot of data per month (and with 1080p video streaming being so common nowadays, it's not farfetched for a household to reach that cap). Some will say "Switch to another provider then!", but Comcast has been allowed to monopolize the cable industry and do whatever the hell they feel like without much backlash from the consumer, because where else are we going to go?

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**Ticket: # 1264665 - Comcast enacting a 1TB data cap to all customers on Nov. 1st.**

**Date:** 10/14/2016 11:59:39 AM

**City/State/Zip:** New Cumberland, Pennsylvania 17070

**Company Complaining About:** Comcast

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## **Description**

With the upcoming addition of 1TB data caps to consumers of Comcast, this breaks many, many moral boundaries you have allowed. With this power in Comcast's hands, some people have no access to any other internet company which makes them have a monopoly. This should be illegal and stopped as soon as possible. If you can do anything to help keep the internet free and open, please do. This is not needed and many companies may follow resulting in a 1984 esque age of information.

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[Ticket: # 1264683 - Comcast 1TB data cap starting November 1st - WHY?](#)

**Date:** 10/14/2016 12:02:00 PM

**City/State/Zip:** Wilton, California 95693

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to start implementing a 1TB (terabyte) cap on their internet usage in California and other states. This is ridiculous, they're not giving customers a discount and expect customers to be alright with this data cap when there was never one in the first place when first purchasing their internet bundles. This is ridiculous and should definitely be looked into, limiting internet usage by putting on a cap on it in 2016 does not make any sense. With more content coming in 4K definition such as YouTube videos or Netflix streaming, this 1TB cap of data will be hit easily to any household with someone streaming daily 4K content.

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**Ticket: # 1264687 - Comcast 1b Data Cap**

**Date:** 10/14/2016 12:02:40 PM

**City/State/Zip:** Schwenksville, Pennsylvania 19473

**Company Complaining About:** Comcast

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## **Description**

My home currently has comcast internet due to a lack of competition in our area, and have recently dropped our television services due to the extreme costs with little entertainment value. Comcast's 1TB data cap does nothing to save us money if we stay under the cap, but charges us for going over on a service that is virtually unlimited. My family loves and enjoys Hulu, Youtube, Netflix, etc for family entertainment, and that would all be minimalized or eliminated completely if Comcast continues down this path.

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**Ticket: # 1264740 - Internet Data Caps**

**Date:** 10/14/2016 12:07:13 PM

**City/State/Zip:** Bloomington, Indiana 47403

**Company Complaining About:** Comcast

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**Description**

I have comcast and come November 1st they will enact an 1TB data cap. I believe this is unfair and they will start charging \$50 when I go over the limit of 1TB

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**Ticket: # 1264721 - Comcast 1TB data cap limit November 1st**

**Date:** 10/14/2016 12:05:39 PM

**City/State/Zip:** Seattle, Washington 98146

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting a 1TB data cap limit beginning November 1st. This blatantly anti-consumer restriction will restrict innovation and drive the tech innovators to countries with less restrictive practices and better broadband networks. The United States is falling further and further behind in it's network infrastructure and an exodus of the best and brightest is inevitable with companies like Comcast using their monopoly like a bat, threatening consumers to pay more for the services they receive while they introduce caps and remove features. They have the audacity to market changes like this as "value-added" while it's the same service (or worse) we've been paying for, now they want us to pay more. They know consumers have no choice- They have a monopoly in their local markets.

Please, stop data caps, uphold net neutrality, and stymie Comcast's attempts to strangle US innovation for profit.

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[Ticket: # 1264724 - Comcast implementing data caps](#)

**Date:** 10/14/2016 12:05:54 PM

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

**Company Complaining About:** Comcast

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## **Description**

I've just learned that Comcast will be implementing data caps of 1 tb in my state. This is abusive, unnecessary and another step away from free and open internet.

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**Ticket: # 1264729 - Data Caps**

**Date:** 10/14/2016 12:05:59 PM

**City/State/Zip:** Lemont, Illinois 60439

**Company Complaining About:** Comcast

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## **Description**

After several unsuccessful attempts to get Comcast TV working in my home, we made the decision to "cut the cable" and rely on streaming services like Netflix and AppleTV. I pay 150\$/month for Comcast's 104MB/sec plan, and things have been working smoothly for the last year. They just introduced data caps in our area (Chicago-land), so now we're paying (and no small amount) for an internet connection and then paying AGAIN to use it. We are a house of 9; it takes us about 20 days to burn through a laughable 1TB of bandwidth. It's been proven that costs associated with bandwidth usage are FIXED costs, not variable - meaning that the cost doesn't change based on the amount of data that's being transferred. (<http://boingboing.net/2016/01/07/dear-comcast-broadband-isnt.html>) This is a loophole in Net Neutrality that allows big ISPs to strangle the consumers even more. To make this matter even worse, Comcast MONOPOLIZES the market. There is no other provider in our area that can offer comparable bandwidth. We're locked in, and Comcast knows it.

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**Ticket: # 1264755 - Comcast Data Caps**

**Date:** 10/14/2016 12:09:26 PM

**City/State/Zip:** South Burlington, Vermont 05403

**Company Complaining About:** Comcast

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## **Description**

Comcast (and other ISPs) are imposing data caps on their customers. Given that most of us don't have a choice in ISP, there is no recourse for consumers.

Allowing data caps now sets a precedent that we can never return from. Data usage is only going to increase, which would allow these ISP monopolies to further price-gouge their customers.

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[Ticket: # 1264760 - Comcast 1 TB data cap](#)

**Date:** 10/14/2016 12:10:37 PM

**City/State/Zip:** Tabernash, Colorado 80478

**Company Complaining About:** Comcast

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## **Description**

The internet should open and unlimited. It's a utility that people depend on to make a living and staying in touch with loved ones. To limit to flow of information and knowledge is nothing more that a money grab. Between outages, very crappy customer service, lack of improvement in their network and speed, there's nothing to justify this data cap.

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**Ticket: # 1264764 - Comcast Data Caps**

**Date:** 10/14/2016 12:10:56 PM

**City/State/Zip:** Rochester, New York 14624

**Company Complaining About:** Comcast

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**Description**

Recently Comcast has added more Data caps nationwide to their networks. While the whole industry suffers from a lack of consumer choice due to local monopoly, it's sad to see the corporate greed overrule common sense. We as a nation are lagging behind the rest of the world in broadband availability and cost to consumers, with this, it only sets us back further. The internet is a tool for children to participate in school and for everyday people to participate in the modern economy. Having to worry about "going over" hinders people's abilities to freely participate in the rest of the world.

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

This is blatantly anti-consumer.

If recently you've ruled that the internet is a utility, how fair is it that this company has decided to charge more for giving its customers the exact same product while punishing the people who use it the most.

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[Ticket: # 1264765 - Comcast Data Caps](#)

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

**City/State/Zip:** Loxahatchee, Florida 33470

**Company Complaining About:** Comcast

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### **Description**

I am against data caps for online data usage. It will stifle technology and progress. This needs to be prevented and banned.

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[Ticket: # 1270140 - Data cap](#)

**Date:** 10/16/2016 12:28:03 PM

**City/State/Zip:** Visalia, California 93277

**Company Complaining About:** Comcast

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## **Description**

Their should be no data cap on my internet if I did not agree to it.

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**Ticket: # 1264786 - Comcast Data Caps**

**Date:** 10/14/2016 12:12:35 PM

**City/State/Zip:** Fremont, California 94539

**Company Complaining About:** Comcast

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### **Description**

I would like to find a formal complaint against Comcast's internet data caps. Placing a data cap on monthly data use is not supportive of a developing technological age. Without net neutrality, large corporate ISPs like Comcast are going to monopolize the internet industry and prevent small tech companies from ensuring the market. Please do not allow data usage caps for home/business internet plans. Thank you.

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[Ticket: # 1264791 - Data Caps](#)

**Date:** 10/14/2016 12:13:05 PM

**City/State/Zip:** St. Paul, Minnesota 55101

**Company Complaining About:** Comcast

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**Description**

Comcast's data caps unfairly punishes me, as a cord cutter, for streaming all of services.

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[Ticket: # 1264827 - Comcast Data Caps](#)

**Date:** 10/14/2016 12:16:46 PM

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

**Company Complaining About:** Comcast

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## **Description**

The data cap that comcast is instituting on Nov. 1 of this year is unfair and hurts both the young industry of internet commerce and the consumers themselves. The FCC needs to step in to stop the start of harmful policies like this one.

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**Ticket: # 1264803 - Comcast Data Cap**

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

**City/State/Zip:** West Lafayette, Indiana 48906

**Company Complaining About:** Comcast

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## **Description**

As of November 1, 2016 Comcast is instituting a 1tb data cap for each billing cycle. I believe this to be in violation of the recent ruling that internet is now classified as a utility.

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[Ticket: # 1264814 - Comcast data caps](#)

**Date:** 10/14/2016 12:15:02 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19104

**Company Complaining About:** Comcast

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## **Description**

Comcast is planning on putting a yearly data cap on their internet

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[Ticket: # 1264834 - Comcast data cap](#)

**Date:** 10/14/2016 12:17:07 PM

**City/State/Zip:** Santa Maria, California 93458

**Company Complaining About:** Comcast

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## **Description**

Comcast is instating a data cap nationwide. As a Comcast customer that has no other comparable choice due to their local monopoly, this is completely unacceptable. This is a company charging for what I've always had, and they are able to do so with impunity because there are no other options for their customers. It is anti-consumer, and anti-growth of the Internet.

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[Ticket: # 1265451 - 1TB data cap](#)

**Date:** 10/14/2016 1:20:25 PM

**City/State/Zip:** Abington, Pennsylvania 19001

**Company Complaining About:** Comcast

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### **Description**

Comcast is enacting a 1TB data cap starting Nov 1st. They should not be allowed to cap Internet service.

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[Ticket: # 1264851 - Complaint against Comcast's data cap](#)

**Date:** 10/14/2016 12:19:03 PM

**City/State/Zip:** West Mifflin, Pennsylvania 15122

**Company Complaining About:** Comcast

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## **Description**

In today's world, internet is a utility. People find jobs using the internet; it's a form of open communication, and it spreads ideas and creativity. With Comcast's new data cap it will certainly hinder the growth and development of society's natural progression. Please help make them aware of the damage they will do, or educate the people why Comcast needs to standardize limitations. As a common citizen, it seems like they're trying to force the internet in a box.

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**Ticket: # 1264862 - Data Caps**

**Date:** 10/14/2016 12:20:27 PM

**City/State/Zip:** Lansdale, Pennsylvania 19446

**Company Complaining About:** Comcast

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## **Description**

Anyone with basic knowledge of how the internet and data works understands that data isn't a tangible object with a limited supply. Various ISP's have enacted data caps in certain areas with the excuse that they put the data cap limit to limit the stress on the network. All data shows that this is untrue and the only thing that happens is people go over and get charged. This should be a non issue anyway as internet usage needs to be reclassified as a utility because not having the internet is not an option anymore in America.

Other issues below -

Lack of consumer choice due to local monopoly

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

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

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

This is blatantly anti-consumer

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[Ticket: # 1264957 - Data cap](#)

**Date:** 10/14/2016 12:31:00 PM

**City/State/Zip:** Knoxville, Tennessee 37917

**Company Complaining About:** Comcast

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## **Description**

Stop giving unannounced data caps with overage charges.

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[Ticket: # 1264871 - Comcast 1tb data cap.](#)

**Date:** 10/14/2016 12:21:17 PM

**City/State/Zip:** Anoka, Minnesota 55303

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting a 1tb data cap in locations where they have no competition.

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**Ticket: # 1264880 - Comcast Caps**

**Date:** 10/14/2016 12:22:22 PM

**City/State/Zip:** Memphis, Tennessee 38135

**Company Complaining About:** Comcast

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### **Description**

It is bad enough that comcast can raise prices in a vacuum but now they're making data caps even more common?! This isnt water or gas that you can run out of, data caps should be abolished to allow for a more free and open internet.

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**Ticket: # 1264882 - Comcast Data Caps**

**Date:** 10/14/2016 12:22:47 PM

**City/State/Zip:** Lancaster, Pennsylvania 17603

**Company Complaining About:** Comcast

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## **Description**

It is HIGHLY unreasonable in the year 2016 for anyone to implement data caps over internet connections like this. There are so many people that are working from home nowadays that are affected by this. There are so many people who are using UHD streaming services that are using ~7GB per hour. That adds up quick, and there is no GOOD reason other than greed to implement these caps. I believe Comcast had a food analogy awhile back with Oreos, but it was so wrong.

It's also strange to see so many other countries have faster internet speeds and 0 caps. Comcast is WAY too expensive for awful service.

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**Ticket: # 1268018 - Regarding Comcast & ISP's Data Cap Trends****Date:** 10/14/2016 7:44:37 PM**City/State/Zip:** Alvin, Texas 77511**Company Complaining About:** Comcast

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**Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Something should be done about being able to go through with this without any repercussions. Comcast has been known time and again to scam customers and get away with unjustified acts just because they hold a monopoly over the internet where they have a larger influence on what can be done, the most recent where they lost a lawsuit which resulted in a \$2.3 million fine for mischarging customers which doesn't even hurt them and they still made such a huge profit over scamming their customer base. Additionally there have been reports that Comcast's "data monitors" do not record accurate usage information and I am concerned about the lack of FCC regulated data consumption measurement standards.

The argument stated on <https://dataplan.xfinity.com/faq/> number 5 that "99 percent of our customers don't use more than a terabyte a month, but for the less than 1 percent of our customers who use a terabyte in a month" means that if only 1 percent of their customers exceed the cap then why would they need to implement it to begin with, it's not hurting them but this is just them trying to squeeze more money out of their customers so the company can profit more and share holders can be richer without caring about their actual customer base and it's wrong given how quickly the world is changing and internet is becoming a necessity for everyone.

High-powered lobbyists for the telecom industry are shaping rules and regulations for what is a consumer right: unlimited internet access for all. In the 21st century internet access is an important as any other utility for daily tasks. It is not a "luxury" that only the wealthy can afford. Comcast and other ISP's have proven to be greedy and hostile to consumers by adding "features" that mean the consumer will have to pay more for less. FCC policy should be dictated by the needs of consumers, not the needs of corporate profits.

Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement and get away with.

Finally here is a list of some talking points in the previous paragraphs why this shouldn't be allowed from any company that provides internet:

- \* Lack of consumer choice due to local monopoly.
- \* Lagging behind the rest of the world in broadband availability and cost to consumers.
- \* Importance of the internet for children to participate in school and for everyday people to participate in the modern economy.
- \* This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- \* Data caps in and of themselves have no positive benefit to network infrastructure and solely exist to increase profit.
- \* This is blatantly anti-consumer.

I would like to point out the internet is getting bigger, video games are getting bigger, the quality of everything that's internet related is growing through leaps and bounds, Comcast wants to put an end to potential internet growth and monopolize on something they shouldn't be doing to us.

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[Ticket: # 1265313 - Comcast data caps](#)

**Date:** 10/14/2016 1:05:34 PM

**City/State/Zip:** Phoenix, Arizona 85281

**Company Complaining About:** Comcast

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## **Description**

Comcast will be adding data caps which will have a negative affect on its users.

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[Ticket: # 1264905 - Comcast Data Cap](#)

**Date:** 10/14/2016 12:25:35 PM

**City/State/Zip:** Houston, Texas 77054

**Company Complaining About:** Comcast

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## **Description**

Comcast enacting a 1TB cap on Internet data usage is a violation of a right to basic utility. Putting a data cap is an attempt to gain more money from customers.

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[Ticket: # 1264908 - Comcast data cap](#)

**Date:** 10/14/2016 12:26:47 PM

**City/State/Zip:** Conroe, Texas 77302

**Company Complaining About:** Comcast

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## **Description**

The data cap of 1 terabyte should not be allowed to happen. The amount of data used by a single person increases exponentially throughout the years, and Comcast is trying to capitalize on this a few years down the road when 1 terabyte won't be considered ad much as it is now.

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[Ticket: # 1264910 - Comcast data cap](#)

**Date:** 10/14/2016 12:27:05 PM

**City/State/Zip:** Whiting, Indiana 46394

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are impossible to stay within if you have high speed internet. People use internet for practically everything and 1 tb is not an acceptable data cap. It discourages internet use and should be stopped.

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**Ticket: # 1264920 - Comcast imposing data caps on home broadband**

**Date:** 10/14/2016 12:28:01 PM

**City/State/Zip:** Allston, Massachusetts 02134

**Company Complaining About:** Comcast

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## **Description**

With the size of the internet constantly growing imposed data caps on home internet service will diminish my competitive advantage over time. It is becoming increasingly commonplace to use large amounts of data to educate, entertain, and even survive in the modern world. Burning through 1 terabyte of data might seem like a feat now, but in a year or two it will be a regular occurrence.

Comcast has a total market monopoly in my neighborhood and, though I would like a different ISP, that is unfortunately not a possibility. The market needs to change. Open regulation needs to happen. We need internet to be regulated like a utility. Please don't leave us to fight this alone.

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[Ticket: # 1264943 - Comcast](#)

**Date:** 10/14/2016 12:30:13 PM

**City/State/Zip:** Pasadena, Texas 77503

**Company Complaining About:** Comcast

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### **Description**

Comcast is abusing it's power and monopoly of certain areas in the US. Please stand up for your people and stop this.

Stop data caps.

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[Ticket: # 1264955 - Comcast data cap is bad bad bad](#)

**Date:** 10/14/2016 12:30:54 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is planning to enact a data cap of 1TB per month. That is not only a ludicrously low amount of data per month, but it is also a horrifying precedent that will only lead to the poor being forced out of the "real" internet. Please don't let this happen.

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**Ticket: # 1264960 - Comcast 1TB data cap**

**Date:** 10/14/2016 12:31:15 PM

**City/State/Zip:** Lewis Center, Ohio 43035

**Company Complaining About:** Time Warner

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## **Description**

I am writing to complain about the Comcast 1 terabyte data cap for myself as a customer of their internet service.

This data cap is unreasonable because data usage will increase over time by the nature of advancing technology.

This data cap will limit the type and quantity of internet data that the population will be able to use, and will create increased class disparity. At the same time the service providers have already paid for their costs.

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**Ticket: # 1264966 - Comcast 1T Data Cap**

**Date:** 10/14/2016 12:31:32 PM

**City/State/Zip:** Brea, California 92821

**Company Complaining About:** Time Warner

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## **Description**

I am writing to complain about the Comcast 1 terabyte data cap for myself as a customer of their internet service.

This data cap is unreasonable because data usage will increase over time by the nature of advancing technology.

This data cap will limit the type and quantity of internet data that the population will be able to use, and will create increased class disparity. At the same time the service providers have already paid for their costs.

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**Ticket: # 1264969 - Comcast's Data Caps**

**Date:** 10/14/2016 12:31:44 PM

**City/State/Zip:** Sacramento, California 95825

**Company Complaining About:** Comcast

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## **Description**

Comcast has a virtual monopoly on internet service in my area and nearly all the surrounding areas. It was a monopoly that was backed by politics and under the table dealings. The lack of competition allows Comcast to pretty much do anything they want without recourse. There is no competition. The data caps are arbitrary and unfair. With more parts of our lives on the internet at any time in history, the internet is no longer a privilege. It's bordering on a right because of its' importance for commerce, sharing ideas, communication, entertainment, business, etc. To limit and tax those who use the internet more than others means that those with less means are allowed better access to the wealth of information that the internet holds. Everyone should have equal access to an open and competitive internet.

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[Ticket: # 1265265 - Comcast Data Cap](#)

**Date:** 10/14/2016 1:00:49 PM

**City/State/Zip:** Kissimmee, Florida 34758

**Company Complaining About:** Comcast

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## **Description**

There is no reason for anyone to ever have a data cap. Data is not a limited resource. This is behavior should be illegal.

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[Ticket: # 1264991 - Comcast](#)

**Date:** 10/14/2016 12:34:04 PM

**City/State/Zip:** Battle Creek, Michigan 49015

**Company Complaining About:** Comcast

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## **Description**

Comcast will soon (Nov 1st) be issuing data caps of 1TB on their customers. With a \$50 charge for going over each time. As a customer with no other option besides a mobile provider Hotspot this is unacceptable. You must do something about this.

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[Ticket: # 1264995 - Comcast Data Caps](#)

**Date:** 10/14/2016 12:34:33 PM

**City/State/Zip:** Flint, Michigan 48506

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting a 1Tb data cap on all its users.

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[Ticket: # 1264999 - ISP Data Caps](#)

**Date:** 10/14/2016 12:34:51 PM

**City/State/Zip:** Allison Park, Pennsylvania 15101

**Company Complaining About:** Comcast

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## **Description**

Data caps on internet usage are extortion

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**Ticket: # 1265004 - Comcast 1T Data Cap**

**Date:** 10/14/2016 12:35:24 PM

**City/State/Zip:** Atlanta, Georgia 30345

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about the Comcast 1 terabyte data cap for myself as a customer of their internet service.

This data cap is unreasonable because data usage will increase over time by the nature of advancing technology.

This data cap will limit the type and quantity of internet data that the population will be able to use, and will create increased class disparity. At the same time the service providers have already paid for their costs.

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**Ticket: # 1265023 - Comcast Data Cap 1TB**

**Date:** 10/14/2016 12:37:39 PM

**City/State/Zip:** Chesapeake, Virginia 23321

**Company Complaining About:** Comcast

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## **Description**

I am writing you in regards to the situation of comcast putting a data cap on internet services. I admit, this is not an issue I myself experience right now, but Data caps of that amount is not viable or safe in a world where the information age is slowly pushing forward and becoming heavily reliant on not only parallel computing but Server and data centers. To give an example, that data cap is viable only to a consumer who would be able to use a heavily restricted amount of data per day. With the situation of disc becoming less and less used and data storage needed for applications increasing into 30s to 50s of GB, this is a serious hinder on the growth of America and business outside of Comcast. If you can, please bring this issue up as it deals with the new fundamental rights of the world, which has now become mandatory access to the internet. This is no longer just a simple premium but an essential part of the world we know today, and if people simply cannot access it due to fear of the large expense by going over the cap, there is an issue.

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**Ticket: # 1265025 - Comcast data cap**

**Date:** 10/14/2016 12:37:57 PM

**City/State/Zip:** Bellevue, Washington 98004

**Company Complaining About:** Comcast

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## **Description**

This data cap is short sighted greed, nothing more. I've done nothing to warrant a data cap, a data cap does not make any technical sense of any kind (I've spent my entire life in tech as an engineer!) and they're grabbing for money as they flail about due to their awful business. Comcast has never once put the needs of the customer first. They should be reprimanded and fined for such brazen disregard of consumers needs. They can ONLY enact changes like this due to the full scale monopoly they possess on the internet in this country in many locations! The USA used to lead the world in technological innovation, and companies like Comcast are doing everything in their power to slow down our internet and hold us back! No data caps and increased competition! This "service" adds nothing and takes away a great deal. Shame on you Comcast. But consumers will not let this stand. Perhaps worst of all, this number will surely not scale with future needs. As our data needs as a nation increase, Comcast will laugh their way to the bank as their "data cap" pays for new yachts for their executives.

Please, please, please we need to improve the internet in this country. Comcast is the problem, do not let them make things any worse than they already are! We can improve!

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**Ticket: # 1265040 - Comcast 1 Terabyte Data Cap**

**Date:** 10/14/2016 12:39:33 PM

**City/State/Zip:** Long Beach, California 90815

**Company Complaining About:** Comcast

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**Description**

I am writing to complain about the Comcast 1 terabyte data cap for myself as a customer of their internet service.

This data cap is unreasonable because data usage will increase over time by the nature of advancing technology.

This data cap will limit the type and quantity of internet data that the population will be able to use, and will create increased class disparity. At the same time the service providers have already paid for their costs.

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**Ticket: # 1265046 - internet data caps**

**Date:** 10/14/2016 12:40:29 PM

**City/State/Zip:** Los Angeles, California 90064

**Company Complaining About:** Comcast

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## **Description**

Data caps are bad for consumers and US society for many reasons such as, Lack of consumer choice due to local monopoly

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

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

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

This is blatantly anti-consumer

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[Ticket: # 1265056 - Data caps from ISP](#)

**Date:** 10/14/2016 12:42:03 PM

**City/State/Zip:** Hampton, Virginia 23661

**Company Complaining About:** Comcast

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## **Description**

Comcast is setting a dangerous principle with its data cap. Limitations can not be placed on private citizens just for a company to recoup losses from other aspects of their crooked model (I.e. Cable.) Innovation will be severely effected if companies like Comcast continue to rob citizens.

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**Ticket: # 1265060 - Comcast 1T Data Cap**

**Date:** 10/14/2016 12:42:24 PM

**City/State/Zip:** Locust Grove, Virginia 22508

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about the Comcast 1 terabyte data cap for myself as a customer of their internet service.

This data cap is unreasonable because data usage will increase over time by the nature of advancing technology.

This data cap will limit the type and quantity of internet data that the population will be able to use, and will create increased class disparity. At the same time the service providers have already paid for their costs.

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[Ticket: # 1265067 - Comcast data cap](#)

**Date:** 10/14/2016 12:43:09 PM

**City/State/Zip:** San Jose, California 95120

**Company Complaining About:** Comcast

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## **Description**

Comcast is adding a data cap to many plans starting November 1st.

They are charging at least \$50 extra to remove this cap. There is no reason for this cap, they are no struggling to keep up with data demands, it is 100% a money grab.

This problem is compounded by the fact that there is no decent competitor to switch to, making Comcast basically a monopoly.

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[Ticket: # 1265365 - Comcast Data Caps](#)

**Date:** 10/14/2016 1:11:42 PM

**City/State/Zip:** Saint Paul, Minnesota 55106

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they are planning on enacting data caps on people's internet. We cannot let Comcast, or any other ISP, enacting any type of policy that will restrict the amount of internet that a consumer can use in their own home.

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**Ticket: # 1265082 - Comcast datacaps**

**Date:** 10/14/2016 12:44:32 PM

**City/State/Zip:** Lake Villa, Illinois 60046

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1265084 - comcast data cap](#)

**Date:** 10/14/2016 12:44:44 PM

**City/State/Zip:** Novato, California 94945

**Company Complaining About:** Comcast

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## **Description**

the company is planning a 1TB/per month data cap and i don't feel like it's fair. there aren't many options for someone in my area to have high speed internet at a fair price. if i'm getting less internet, should i still pay the same price? i tend to go over 100GB/month just from watching tv on my xbox. how am i going to start watching movies in 4k if i need to worry about a data cap? this is an unfair practice against customers. please tell comcast they cannot do this.

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**Ticket: # 1265089 - Comcast 1T Data Cap**

**Date:** 10/14/2016 12:45:28 PM

**City/State/Zip:** Milwaukie, Oregon 97267

**Company Complaining About:** Comcast

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**Description**

I am writing to complain about the Comcast 1 terabyte data cap for myself as a customer of their internet service.

This data cap is unreasonable because data usage will increase over time by the nature of advancing technology.

This data cap will limit the type and quantity of internet data that the population will be able to use, and will create increased class disparity. At the same time the service providers have already paid for their costs.

Lack of consumer choice due to local monopoly

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

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

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

This is blatantly anti-consumer

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**Ticket: # 1265093 - Comcast 1T Data Cap**

**Date:** 10/14/2016 12:45:46 PM

**City/State/Zip:** Gallup, New Mexico 87305

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about the Comcast 1 terabyte data cap for myself as a customer of their internet service.

This data cap is unreasonable because data usage will increase over time by the nature of advancing technology.

This data cap will limit the type and quantity of internet data that the population will be able to use, and will create increased class disparity. At the same time the service providers have already paid for their costs.

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[Ticket: # 1265125 - Data cap](#)

**Date:** 10/14/2016 12:48:58 PM

**City/State/Zip:** Iowa City, Iowa 52240

**Company Complaining About:** Comcast

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## **Description**

I believe that a 1 Tb data cap is completely unreasonable to enforce. The internet should be considered a utility, most people cannot live or provide for themselves without it.

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**Ticket: # 1265126 - Comcast data limits**

**Date:** 10/14/2016 12:48:59 PM

**City/State/Zip:** Meriden, Connecticut 06451

**Company Complaining About:** Comcast

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## **Description**

To whoever may read this,

This needs to stop. What kind of future are we creating? It's as if every turn we take is wrong. Data caps for ANYONE? This is already a problem in other countries. The people hate it. What is the point besides charging what will be more for the same service? We live in a technology age and the sooner we stop giving data caps the better. It is absolutely disgusting that we are limited on these services. The cable and phone companies need to figure it out on their end if there is an issue. I'm sure there is no issue, they just want more money. That's all the world is, is the rich wanting more money. There is no good reason data caps should exist, and if there is, it should be a problem the cable company has to solve on their own.

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**Ticket: # 1265127 - Comcast Data Cap****Date:** 10/14/2016 12:49:06 PM**City/State/Zip:** Santa Clara, California 95051**Company Complaining About:** Comcast

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**Description**

On November 1st Comcast will be enacting a 1 terabyte data cap for all its customers and I believe this to be extremely wrong. why the hell am I paying \$250+ a month for just internet and then being charged now for using that internet? Not to mention that I don't have any other options because they bully out competitors in my area. You may think this won't effect everyone, but that's misguided. We are on the verge of mainstream resolution/quality/High Definition upgrade from 1080p to 4k streaming. The average consumer will hit this new data cap within a couple of days of streaming and this doesn't include many other sources where the data can be capped from regular use.

Do what's right and ban data caps or we will have very dark days ahead of us in the coming years.

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[Ticket: # 1265169 - Comcast data caps](#)

**Date:** 10/14/2016 12:51:54 PM

**City/State/Zip:** New York, New York 12345

**Company Complaining About:** Comcast

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## **Description**

Comcast is forcing data caps on us next month and this really is a problem. It's not adding any value, it's really the same service we've always paid for. But there's not anything consumers can do about it, since they're the only service provider in my area - a monopoly. This is blatantly anti-consumer, but they can get away with it since we have no other ISP to go to.

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[Ticket: # 1265135 - Comcast data cap](#)

**Date:** 10/14/2016 12:49:36 PM

**City/State/Zip:** New York, New York 10034

**Company Complaining About:** Comcast

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## **Description**

Data caps are unfair in this day and age because just being a member of our society REQUIRES that we have Internet.

These data caps are like the phone company "capping" your usage a 20 calls or some equally arbitrary number.

They are unfair, unnecessary, and an obvious cash grab by Comcast.

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**Ticket: # 1265144 - Comcast 1tb datacap**

**Date:** 10/14/2016 12:50:03 PM

**City/State/Zip:** Compton, California 90220

**Company Complaining About:** Comcast

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## **Description**

>Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1267502 - Comcast enacting 1TB Data Cap](#)

**Date:** 10/14/2016 5:59:43 PM

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

**Company Complaining About:** Comcast

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## **Description**

Hello, Comcast is enacting this data cap. The American people stand against it.

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**Ticket: # 1265154 - Comcast's Data Caps**

**Date:** 10/14/2016 12:50:32 PM

**City/State/Zip:** Belford, New Jersey 07718

**Company Complaining About:** Comcast

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**Description**

I am writing to complain about the Comcast 1 terabyte data cap for myself as a customer of their internet service.

This data cap is unreasonable because data usage will increase over time by the nature of advancing technology. Most of the media I use is streamed - music and movies/television. We got rid of cable because it was expensive, but gladly paid for internet, now they want to raise the price of internet with these caps. It's greedy business practice.

This data cap will limit the type and quantity of internet data that the population will be able to use, and will create increased class disparity. At the same time the service providers have already paid for their costs.

- Lack of consumer choice due to local monopoly
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet for children to participate in school and for everyday people to participate in the modern economy
- This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- This is blatantly anti-consumer

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[Ticket: # 1265159 - Comcast Data Cap](#)

**Date:** 10/14/2016 12:50:59 PM

**City/State/Zip:** Whiteman Afb, Missouri 65305

**Company Complaining About:** Comcast

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## **Description**

On Nov 1 Comcast is planning to impose a 1TB internet data caps on it's users. The internet is a utility that should not be limited, much like we wouldn't limit electricity or water. It's disgusting that America, what's supposed to be the most technologically advanced country in the world, could limit itself like this. Company should not and can not be allowed to do this. It sets a terrifying precedent for the future of America.

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**Ticket: # 1265160 - Comcast 1TB Data Caps**

**Date:** 10/14/2016 12:50:59 PM

**City/State/Zip:** Dublin, California 94568

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a new 1TB data cap on all California customers, such as myself, effective November 1st. This move is 100% anti-consumer and provides no value add to me as the customer. I would now be forced to pay an additional \$50/mo to keep the unlimited data cap I currently have. Comcast seeks to force customers to choose how to use their data allotments or pay more for a service they already have. There is no technological reason for doing this- using more data in a month does not put any additional burden on Comcast staff or their systems. As I'm sure the FCC is fully aware, system capacity is limited by concurrent connections at any given time, not by how much data flows over the course of a month. Please put an end to Comcast's reign of terror over consumers. If I had any other choice for internet I would take it, but Comcast has a monopoly on broadband in my area because they have lobbied to block municipal internet services for their own interests.

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[Ticket: # 1267568 - COMCAST](#)

**Date:** 10/14/2016 6:12:31 PM

**City/State/Zip:** Boston, Massachusetts 02134

**Company Complaining About:** Comcast

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## **Description**

Their data cap is bs. They already have a monopoly. End them.

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**Ticket: # 1265175 - Comcast Data Cap**

**Date:** 10/14/2016 12:52:21 PM

**City/State/Zip:** Waverly, Ohio 45690

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1265178 - Comcast Data Cap](#)

**Date:** 10/14/2016 12:52:34 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast is moving towards data caps in November, which I believe to be a dangerous step toward a limited internet.

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**Ticket: # 1265185 - Comcast 1T Data Cap**

**Date:** 10/14/2016 12:53:02 PM

**City/State/Zip:** Providence, Rhode Island 02909

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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**Ticket: # 1265188 - Comcast Data Limit**

**Date:** 10/14/2016 12:53:10 PM

**City/State/Zip:** Orange Park, Florida 32073

**Company Complaining About:** Comcast

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### **Description**

My family and I have been paying for Comcast since almost 13 years now for unlimited data. With the new data cap they are forcing on us we will have to pay an extra 10 dollars for every 50 GB over the limit of 1 terabyte. I did not pay for not unlimited data for 13 years to only have a cap forced on me.

Please help make it so this unnecessary cap is made illegal across the USA.

Thanks for reading.

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**Ticket: # 1265189 - Comcast Data Cap**

**Date:** 10/14/2016 12:53:11 PM

**City/State/Zip:** Albuquerque, New Mexico 87113

**Company Complaining About:** Comcast

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### **Description**

Comcast is enacting a 1 TB data cap on home internet usage. Data caps are an inherently anti-consumer practice that have no benefit for network infrastructure. Bandwidth is not a physical good and should not be sold as such. Because Comcast has a virtual monopoly on high-speed internet in my region, I cannot switch to a competitor's service.

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[Ticket: # 1265190 - Data caps](#)

**Date:** 10/14/2016 12:53:13 PM

**City/State/Zip:** Dudley, Massachusetts 01571

**Company Complaining About:** Comcast

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## **Description**

Data caps in todays world of advanced technology where Internet is as vital as my electricity is a step back. The Internet is infinite. To cap data allowance makes no sense. This is it a finite resource and just an attempt to force us to pay for their cable TV.

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[Ticket: # 1265197 - Comcast 1 TB data cap](#)

**Date:** 10/14/2016 12:53:49 PM

**City/State/Zip:** Washington, District Of Columbia 20008

**Company Complaining About:** Comcast

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## **Description**

Comcast is provided with publically funded infrastructure to provide a service and these data caps are exploitative. A company entrusted with the use of infrastructure provided by the public should be subject to regulations to prevent such exploitative practices.

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**Ticket: # 1265205 - Comcast's 1TB data caps**

**Date:** 10/14/2016 12:54:13 PM

**City/State/Zip:** Atco, New Jersey 08004

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to roll out data caps of 1 terabyte. The bills are already very high, and this is an unacceptable move on Comcast's part. Think: digital information went from bytes, to kilobytes, to megabytes. Years ago computers only had 50 gigabyte hard drives, and now you have a 1Tb hard drive to just begin with. This is how computers and digital information have been evolving for years and years now. Comcast cannot be allowed to stall and tax the development and advancement of technology because they want a bigger bank account.

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**Ticket: # 1265207 - Data Cap**

**Date:** 10/14/2016 12:54:24 PM

**City/State/Zip:** Grand Rapids, Michigan 49507

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about the Comcast 1 terabyte data cap for myself as a customer of their internet service. This data cap is unreasonable considering data usage will increase by the nature of advancing technology. This data cap will limit the type and quantity of internet data that the population will be able to use. It will also create increased class disparity. Please do not let this continue for the sake of our great nation I hold so dear.

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[Ticket: # 1265232 - Comcast data cap should not be allowed.](#)

**Date:** 10/14/2016 12:57:07 PM

**City/State/Zip:** Humble, Texas 67346

**Company Complaining About:** Comcast

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## **Description**

No data cap should be allowed. No throttling of the internet.

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**Ticket: # 1267641 - Comcast's implementation of data caps on home users**

**Date:** 10/14/2016 6:27:48 PM

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

**Company Complaining About:** Comcast

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## **Description**

Hello,

I have recently learned that Comcast is implementing a data cap for home consumers of 1TB per month and I am writing to express concerns about the impact of this on my family. We are heavy internet users for both work and entertainment. Between streaming television, online classes for personal enrichment, days telecommuting, running a home business, and online gaming, we easily foresee our future usage rising over the cap, especially as our son grows. We only have one option (Comcast) for legitimate high speed internet service in our area, and this data cap will force us to curb our internet use. We attempted to use two different services in the past after prior issues with Comcast, but one could not meet our needs (frequent loss of service, slower speeds than we were paying for, etc.), and the other we found couldn't be installed on our block.

How is it a reasonable practice for Comcast, or any other ISP, to implement a data cap on home service? The cost to the company is no different if we use 1gb or 10,000gb of bandwidth so why should the cost be different for me as a consumer? Also, how is it ethical for the company implementing the cap to be responsible of the measurement of data usage? If I as a consumer have no method to measure just how much data is used watching a football game or a presidential debate, then what tools do I have to manage my use as necessitated by this new policy?

Comcast does not just have the market cornered on cable internet in this area, but on cable television as well. By capping home data usage, they are ensuring that they will gain additional revenue through either higher home data packages purchased by households like mine that must pay more in order to accommodate the rising size of high definition videos and online games, or those that choose to reverse their cord-cutting decisions and buy a cable package from Comcast in order to cut down on internet data usage through services like Netflix and Playstation Vue. This then leads to a question of antitrust violations. If Comcast is allowed to data cap home users, they are effectively handicapping their competition. Not to mention the potential for inflating the bandwidth necessary to stream content from competing television networks, as Comcast also owns NBC.

I am also concerned about the method of notification that Comcast plans to use to inform customers that their usage for the month has approached or exceeded the limit. They state that there will be an in-browser pop-up notification, but what if this message is missed? Or blocked by security or adblock software? How is that going to inform me or even give me the tools to make necessary decisions on usage allocation? This implementation seems specifically designed to encourage overages, and thus additional revenue for Comcast.

On your own website, a portion of your statement regarding your agency responsibilities states "Promoting competition, innovation and investment in broadband services and facilities". In the interest of meeting this responsibility, it is paramount that the FCC examines the impact of data caps

for home consumer internet access and how it stifles innovation and investment in broadband services.

Data caps prevent individuals from exercising their opportunity to access information online unless they have the economic means to pay more for their data. As a mother and small business owner, I urge you to consider the short and long term impacts that data caps can have on individual consumers as well as policy-making on the subject of Net Neutrality and modern monopolies in this country and take action to stop the implementation of data caps by all ISPs.

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[Ticket: # 1265237 - Data caps](#)

**Date:** 10/14/2016 12:57:30 PM

**City/State/Zip:** Orlando, Florida 32837

**Company Complaining About:** Comcast

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## **Description**

Data caps should be illegal. Its a blantant money grab for a world who needs internet to function.

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**Ticket: # 1265220 - Comcast Anti-Consumer Actions****Date:** 10/14/2016 12:55:58 PM**City/State/Zip:** Logan, Utah 84321**Company Complaining About:** Comcast

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**Description**

Comcast is the only provider in my area for high-speed network access, and there is no broadband competition available. With Comcast rolling out the new usage bandwidth restriction of 1TB, it is artificially limiting the availability and access to a reliable internet connection. While many users may not reach the 1TB data cap, online content is becoming more bandwidth-heavy and it may not be long until 1TB of bandwidth usage is no longer sufficient for the average household. Additionally, this 1TB cap is a new restriction that does not add value to the internet service - it is simply a new restriction on existing service that will cost consumers more money with no improvement in quality-of-service.

Comcast forces out local ISP competitors, provides terrible consumer-facing support, and is enforcing new restrictions on current service contracts. Reliable, affordable, and unrestricted access to broadband internet is no longer a luxury in America today - I am appalled that Comcast is acting in ways that hurts its service customers, and these actions show other internet service providers that they can implement equally draconian policies without repercussions.

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[Ticket: # 1265221 - Comcast Data Cap](#)

**Date:** 10/14/2016 12:56:01 PM

**City/State/Zip:** Salem, Oregon 97302

**Company Complaining About:** Comcast

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## **Description**

I believe that this new data cap will limit my ability to use the internet, limit my ability to use other services that I pay for such as my Xbox Live gold subscription and my Netflix subscription. I believe that these caps will not be fairly implemented, and are only being imposed in areas where Comcast has no direct competitors.

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**Ticket: # 1265222 - Comcast Data Caps**

**Date:** 10/14/2016 12:56:06 PM

**City/State/Zip:** Oxford, Connecticut 06478

**Company Complaining About:** Comcast

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## **Description**

Comcast recently announced that it is expanding its data caps to more areas. Though Connecticut is currently not affected by this cap, I am concerned for the future when it could be. The lack of competition in the ISP market space is opening consumers up to price gouging and unreasonable data caps. Usage is on an upward trend and as 4K video and digital delivery of other products and services become more and more common this cap will only become more restrictive. In order to continue to support innovation and adoption of new technology we need to take a stand against caps, throttling, and any unknown future limitations on the internet as a whole.

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**Ticket: # 1273009 - Data Caps**

**Date:** 10/18/2016 12:54:46 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is forcing data caps not just to me but everyone in my hometown of Houston but also, Alabama in Dothan, California, Colorado, Florida North Florida, Southwest Florida and West Palm ,Southeastern Georgia ,Idaho

Indiana Indianapolis and Central Indiana; Fort Wayne and Eastern Indiana, Kansas, Michigan Grand Rapids/Lansing, Detroit, and Eastern Michigan, Minnesota, Missouri, New Mexico, Western Ohio, Oregon, Utah, Washington, and in Wisconsin and nothing is being done about it. Now before I get the response " But it's 1TB of data it's so much" everyone knows it's going to shrink and cost will go up the email I got from Comcast showed the data my house uses and the remanding data left as if the 1TB of data is a gift when it should be unlimited. Everyone knows that the 1TB will eventually go down to 800GB then 600GB until they are back at the bullshit 300GB cap with Comcast prices will stay expensive as hell or go up event more and it now cost an extra \$50 to get unlimited data. The fact Comcast as well as other massive Monopoly get away with this is completely unfair to consumers and should be abolished. The fact my cell phone plan has actual unlimited data and I mean truly unlimited data where I can use all I want without them slowing the speed is a damn shame that Comcast cant even do the same. Having unlimited data won't cost Comcast any money especially at the price per megabit we are paying. Comcast and the other monopolies needs to get rid of the 1TB data cap and need to start complying with the rights of the people and stop getting away with so much corruption.

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**Ticket: # 1265229 - Comcast enacting 1TB data cap**

**Date:** 10/14/2016 12:56:52 PM

**City/State/Zip:** Fort Myers, Florida 33905

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about the Comcast 1 terabyte data cap for myself as a customer of their internet service.

This data cap is unreasonable because data usage will increase over time by the nature of advancing technology.

This data cap will limit the type and quantity of internet data that the population will be able to use, and will create increased class disparity. At the same time the service providers have already paid for their costs.

Allowing Comcast to throttle internet data represents not only demonstrates a complete and total lack of understanding at how technology develops and changes with time, but also the lack of consumer choice due to their local monopoly in my area, lagging behind the rest of the world in broadband availability and cost to consumers, the importance of the internet for children and young adults to participate in school and for everyday people to participate in the modern economy, and is blatantly anti-consumer. Further, this is not a "value-added" service. It's the same service I've always paid for, and now I'll be forced to pay more for it.

How much would you pay for unlimited access to the entirety of human inheritance, knowledge, and experience? Comcast is betting you'll pay a lot.

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**Ticket: # 1272720 - Data Cap**

**Date:** 10/17/2016 8:41:45 PM

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

**Company Complaining About:** Comcast

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## **Description**

I would like to register a complaint regarding the implementation of data caps by Comcast. As admitted to by a Comcast representative during (I believe) a testimony to Congress, there is no physical basis for these data caps. Unlike other utilities (eg water or electricity) there is no limited amount of data that must be watched to ensure that certain consumers are not hogging most of it. Rather, data is infinite. The speed at which data can be transmitted is limited by the bandwidth of the transmission line, but that is a separate issue that is handled when customers select their preferred tier of internet speed. With the current system, you pay more for faster speeds. With the proposed new system, you pay more to reach the data cap faster. Consumers are being charged twice for the same product. Furthermore, the services provided by Comcast to monitor your internet usage are woefully inadequate. If each monitoring system provides the consumer with a different amount of data used thus far in the month, consumers are incapable of adequately protecting themselves from being charged for overages. Finally, data caps will hinder technological progress. The world is moving to a steaming system - movies are rented from YouTube, Netflix is booming, families are able to stay in touch despite living on separate continents thanks to services like Skype and Google Hangouts. Ironically, I do not have a cable box, because the reception from Comcast's online streaming service for my cable package is better quality than what comes out of my wall. One terabyte of data might be sufficient now, but as technology progresses consumers will be reluctant to upgrade to newer, higher quality devices for fear of not being able to afford to use them. Companies will, in turn, be hesitant to continue developing better products, and the industry may stagnate. I do not believe that the technology industry and consumers should be charged or made to suffer due to a made up problem.

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[Ticket: # 1265235 - Comcast is ridiculous](#)

**Date:** 10/14/2016 12:57:17 PM

**City/State/Zip:** Providence, Rhode Island 02903

**Company Complaining About:** Comcast

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## **Description**

Data caps are ridiculous and will be their downfall

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**Ticket: # 1265236 - Comcast Data Caps****Date:** 10/14/2016 12:57:24 PM**City/State/Zip:** Pittsburgh, Pennsylvania 15237**Company Complaining About:** Comcast

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**Description**

The data caps that Comcast are implementing on their internet usage is absurd. As someone who uses many streaming services to watch television and other videos, I use a fair amount of data every month. And with a multi-person household, it can be used up quickly. I should not have to ration out my internet use in order to avoid paying for extra fees.

The fact that Comcast is my only option in this area is also a problem - I have a severe lack of choice due to local monopoly. And I cannot believe the state of broadband availability to people in the United States. We are severely lagging behind how accessible it is to everyone when compared to other countries in the world where internet access is considered a public right to have.

This practice is obviously anti-consumer. I do not know how Comcast will think they will make more money off of this. I will personally be dropping my service with Comcast and moving elsewhere with better service, no data caps, and better pricing.

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**Ticket: # 1265243 - Comcast 1TB Data Cap**

**Date:** 10/14/2016 12:58:47 PM

**City/State/Zip:** Arlington, Virginia 22201

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1265245 - Comcast/XFINITY data cap](#)

**Date:** 10/14/2016 12:59:07 PM

**City/State/Zip:** Noblesville, Indiana 46060

**Company Complaining About:** Comcast

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## **Description**

Problems with the new data cap:

- \* Lack of consumer choice due to local monopoly
- \* Lagging behind the rest of the world in broadband availability and cost to consumers
- \* Importance of the internet for children to participate in school and for everyday people to participate in the modern economy
- \* This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- \* This is blatantly anti-consumer

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[Ticket: # 1265413 - Comcast data caps](#)

**Date:** 10/14/2016 1:16:55 PM

**City/State/Zip:** Kirkland, Washington 98034

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing data caps on users. The FCC should investigate.

My personal belief is that this move should be blocked.

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**Ticket: # 1265247 - Comcast Data Caps**

**Date:** 10/14/2016 12:59:28 PM

**City/State/Zip:** Marietta, Georgia 30064

**Company Complaining About:** Comcast

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## **Description**

My house is located in an area where I only have two options for broadband internet: Comcast or AT&T uVerse. Unfortunately, the AT&T options do not meet my needs as a full-time professor who telecommutes and frequently teaches online classes.

For these reasons, I have had to rely on Comcast as my Internet Service Provider. While I receive decent upload/download speeds, Comcast has recently enacted a 1 terabyte data cap per month. This data cap hinders the work that I do for my college and adversely affects the way I use the internet for recreation. These data caps are a nuisance and also an unethical business practice. Comcast is price-gouging customers who have little or no alternatives for ISP's.

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**Ticket: # 1265248 - Comcast data limits**

**Date:** 10/14/2016 12:59:29 PM

**City/State/Zip:** Mebane, North Carolina 27302

**Company Complaining About:** Comcast

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**Description**

Beginning November 1, Comcast is placing a 1TB data limit on all customers, with a \$10 charge on every 50GB thereafter, with an optional \$50 unlimited option on top of your current plan.

Not only does this change the agreements already established for unlimited data, this data cap is very small. With approximate 5 hours of videos at 2.3gb a piece per day is near 400GB alone. This is almost halfway to the limit for a single person. With a normal 4 person family, each watching an average amount of video online per day, that 1.38TB.

And as you can see, this is exclusively watching online video. No browsing Facebook, downloading school assignments, operating system updates, nothing but watching video and the cap is breached for the average household.

This is nothing but a greedy grab for money on the part of Comcast. Data is not this expensive. They want users to be forced to purchase cable, and if they refuse, force them to pay for the cable anyways (by means of the \$50 charge for "unlimited" data.)

Please, this is not something to help consumers, or reduce data congestion, this is because Comcast is losing users to Netflix and Hulu, and they are acting in an anti competitive way to artificially force the market in their favor. Since they were caught restricting Netflix speeds, they've come up with their next tactic, to make people give them extra money to use a service they were already provided.

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**Ticket: # 1265254 - Comcast Data Caps / Local Monopolies**

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

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

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access. This is incredibly true for Seattle the place I live, every residence can only have 1 cable option and 1 DSL option so there is NEVER any competition and the providers know that you can't threaten to leave or do anything because there is no other option.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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**Ticket: # 1265257 - Comcast Data Caps**

**Date:** 10/14/2016 1:00:16 PM

**City/State/Zip:** Vero Beach, Florida 32967

**Company Complaining About:** Comcast

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## **Description**

Data caps are absolutely anti consumer. It's the same service that I have always paid for except now they're charging me more for it and limiting what I can do on the internet. Comcast is monopolizing the market so that I am forced to subscribe to their services. Internet access is essential in today's society and should be regulated like a utility. We are lagging behind worldwide because of greedy companies who want to limit what people do online.

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[Ticket: # 1265260 - Comcast data cap](#)

**Date:** 10/14/2016 1:00:25 PM

**City/State/Zip:** Palatine, Illinois 60067

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to start a data cap November 1st of 1TB monthly. As someone with Comcast, I never received notice of this ahead of time and had to find out about it on Reddit. It's ridiculous to put caps on data usage for home internet! Comcast is the worst provider of service, but they practically have a monopoly in most areas they operate. This data cap is unfair and they should have given notice to customers far in advance.

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[Ticket: # 1265267 - Comcast data caps](#)

**Date:** 10/14/2016 1:00:56 PM

**City/State/Zip:** Norristown, Pennsylvania 19403

**Company Complaining About:** Comcast

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### **Description**

Please stop Comcast from enforcing data caps. 4k streaming is just taking off. This is an arbitrary money grab on their part at the expense of innovation.

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[Ticket: # 1265279 - Comcast Data Caps](#)

**Date:** 10/14/2016 1:01:47 PM

**City/State/Zip:** Merced, California 95341

**Company Complaining About:** Comcast

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## **Description**

Comcast to enact sweeping 1 TB data caps over the next few months nationwide, beginning November 1st, in order to force us to pay 50\$ extra for unlimited data to avoid caps. How is this legal?

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**Ticket: # 1265281 - Unfair bandwidth capping on internet despite no financial reason to**

**Date:** 10/14/2016 1:01:48 PM

**City/State/Zip:** New Hope, Minnesota 55427

**Company Complaining About:** Comcast

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### **Description**

Xfinity is adding data caps to existing unlimited data plans, reducing over all service and increasing/maintaing cost. They are then extorting an additional 50 dollars a month to restore my current level of service. I have no choice in this matter, and cannot keep my existing deal.

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[Ticket: # 1265284 - Comcast data cap](#)

**Date:** 10/14/2016 1:02:06 PM

**City/State/Zip:** Fremont, California 94536

**Company Complaining About:** Comcast

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### **Description**

Comcast is putting a 1 the data cap on my home internet. This is unacceptable. I shouldn't have to limit my internet usage.

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**Ticket: # 1265301 - 1 TB Data Cap**

**Date:** 10/14/2016 1:04:00 PM

**City/State/Zip:** Lawrenceville, New Jersey 08648

**Company Complaining About:** Comcast

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## **Description**

Hello. My name is (b) (6) My parents' home internet was terrible for years, until I managed to convince them to upgrade to Comcast's Blast! package. The package provides great speed for my whole family, who stream lots of media. However, had I known that there would be an imposition of a 1 TB data cap, I would not have convinced them to get service from Comcast. It is unnecessary and a predatory tactic by Comcast to milking more money out of their service. They are clearly successful enough before this data cap to not have to impose this cap at all and still maintain their services. Please consider the serious issue presented here as I know that many other dissatisfied customers share my opinion. Thank you for your time.

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**Ticket: # 1265312 - Comcast Data Cap**

**Date:** 10/14/2016 1:05:20 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast is instituting a 1TB data cap and will begin charging for over usage in some areas. This should not be allowed under the open internet laws.

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[Ticket: # 1265305 - Data Caps on Home Internet- AT&T](#)

**Date:** 10/14/2016 1:04:20 PM

**City/State/Zip:** Arlington, Texas 76015

**Company Complaining About:** AT&T

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## **Description**

There is no reason to have data caps on Home Internet. It is absurd and honestly this shouldn't even be accepted by people. These companies easily have the infrastructure to support the internet, but unfortunately greed is winning yet again. Please put an end to home internet data caps.

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**Ticket: # 1265306 - Comcast's Newly Imposed Data Cap Limit**

**Date:** 10/14/2016 1:04:33 PM

**City/State/Zip:** Sacramento, California 95816

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about Comcast's 1T Data Cap Limit that is being imposed on customers. I believe this has several impacts on the consumer that are unfair and potentially damaging to the American Public.

First, Comcast is unhindered in doing this due to the local monopolies that ISPs have. I cannot vote with my dollar and switch ISPs, as their monopoly allows them to enact things like this that are inherently anti-consumer, without fear of the free market working to correct it.

This data cap also is unreasonable because data usage will increase over time by the nature of advancing technology. This data cap will limit the type and quantity of internet data that the population will be able to use, and will create increased class disparity. At the same time the service providers have already paid for their costs, so this is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

Finally, as internet becomes closer to being a utility, something that a individual needs to survive (or at least thrive) in the modern world, adding more costs and barriers to internet access can only serve to widen the gap between the US and the rest of the world in broadband availability and cost to consumers. This will stunt the development of the nations youth, and in turn the economy over a long period of time. The internet has become essential for children to participate in school and for everyday people to participate in the modern economy.

In synthesis, this data cap is anti-consumer and takes advantage of Comcast's near monopoly status to take advantage of peoples need for what has essentially become a utility. This in turn will have a negative effect on the development of the nations children, small businesses, and in turn, the economy. I urge the FCC to step in and take action against Comcast and other ISPs who threaten to gouge the consumer and take advantage of unique position in the market.

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**Ticket: # 1265332 - Comcast 1 Tb data caps**

**Date:** 10/14/2016 1:08:50 PM

**City/State/Zip:** Wilmette, Illinois 60091

**Company Complaining About:** Comcast

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## **Description**

the world is currently sitting in an age which most call the information age, and with a time like this you find that more and more data is accessible to more and more people on a wider spectrum.

Comcast has recently decided to enact a 1 Tb data cap per month, which is nothing at all. a common household of 4 people could go through that if they have 2 teens on the internet in probably about a week and a half. To think that limiting expansion and regressing is now good somehow is beyond me. This NEEDS to be stopped and needs to be stopped now

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**Ticket: # 1265337 - DATA Cap**

**Date:** 10/14/2016 1:09:18 PM

**City/State/Zip:** Crosby, Texas 77532

**Company Complaining About:** Comcast

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### **Description**

I am a Texas resident, recently ditched cable tv and switched to streaming service. Comcast is charging me over 100\$ a month for internet. and now they want to implement a data cap that is going to push my monthly payment over 160\$.

data caps as I see it, are just an extortion method from the ISP to make us pay for their unused service (xfinity TV).

How is this fair? isn't this against the open internet act?

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[Ticket: # 1265363 - Comcast data caps](#)

**Date:** 10/14/2016 1:11:34 PM

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

**Company Complaining About:** Comcast

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## **Description**

There is no reasonable reason for a data cap other than to make more money. Cable is not a resource that runs out over time. Traffic is only an issue in very select areas. Limiting and overcharging internet usage is already well beyond what should be allowed. Dont allow them to abuse the system even more!

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[Ticket: # 1265339 - Comcast data cap](#)

**Date:** 10/14/2016 1:09:40 PM

**City/State/Zip:** Corrales, New Mexico 87048

**Company Complaining About:** Comcast

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## **Description**

Nationwide data caps while paying the rates we are is absolutely ridiculous. We pay to use the internet, an entity born out of freedom; the freedom to do what we so choose, when we want, how we want, where we want, and for however long we so desire. There is no logical, fact based reason to implement data caps other than companies monetary gain. This is just comcast's next price gouge on an already limited market. I have no other provider option in my area, so I am either stuck with these data caps, or I have no Internet. Please stop this disastrous trend before these companies are allowed total control.

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[Ticket: # 1265362 - Comcast 1 tb limit is unethical](#)

**Date:** 10/14/2016 1:11:33 PM

**City/State/Zip:** Brighton, Colorado 80601

**Company Complaining About:** Comcast

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## **Description**

As of November 1st, Comcast will be imposing a 1TB data cap limit on my family. I am an IT specialist that works from home. My family on average uses 1.2TB of data a month. This change is being done without my consent and without an alternative service provider to give my business to. Comcast has a monopoly on high speed Internet in my area. A utility which I need to make a living and that I enjoy in my skate time. This is unethical and I would like to see the FCC intervene to protect me and all other consumers who use monopolistic strategies to bleed thier customers dry.

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[Ticket: # 1265350 - Comcast 1TB Data Cap Oregon](#)

**Date:** 10/14/2016 1:10:26 PM

**City/State/Zip:** Beaverton, Oregon 97008

**Company Complaining About:** Comcast

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## **Description**

As of November 1st Comcast will be implementing a 1TB data cap in the multiple states, including my home state of Oregon. Comcast has already stated services such as Netflix won't be counted towards the data cap if streamed from one of their set top boxes. This is a serious violation of Open Internet and what the FCC stands for.

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**Ticket: # 1265395 - Comcast Data Cap**

**Date:** 10/14/2016 1:15:24 PM

**City/State/Zip:** Mount Morris, Michigan 48458

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced they are going to implement data caps and charge customers for how much data they use. Internet is not and should not be limited and teired to make more money just because I'm using the service I'm already paying for. Along with Comcast monopoly in my area it has created a forced contract only in their favor to generate more revenue. This needs to be stopped.

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**Ticket: # 1265415 - 1TB Data Caps**

**Date:** 10/14/2016 1:16:58 PM

**City/State/Zip:** Chicago, Illinois 60608

**Company Complaining About:** Comcast

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## **Description**

I live in Chicago and Comcast has recently made all internet plans have a 1TB cap.

These 1TB data caps are blatant money grabs from a company that has not been forthright with this new policy.

These companies should not be allowed to set data caps on internet services.

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**Ticket: # 1265417 - Comcast data caps**

**Date:** 10/14/2016 1:17:13 PM

**City/State/Zip:** West Dundee, Illinois 60118

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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**Ticket: # 1265439 - Comcast Data caps**

**Date:** 10/14/2016 1:19:06 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19114

**Company Complaining About:** Comcast

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## **Description**

Capping data is absurd and unacceptable. data consumption is not stagnant. File sizes and packet sizes are growing substantially. Please put a stop to data caps in general and classify the internet as a utility.

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**Ticket: # 1265479 - Comcast 1TB Limit**

**Date:** 10/14/2016 1:23:12 PM

**City/State/Zip:** Lake Elsinore, California 92532

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1265483 - Comcast data cap](#)

**Date:** 10/14/2016 1:23:20 PM

**City/State/Zip:** Minneapolis, Minnesota 55401

**Company Complaining About:** Comcast

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## **Description**

I'm complaining that Comcast, an ISP monopoly in many areas, continues to engage in anti consumer behavior by imposing new data caps on existing customers. This is just the latest in a series other predatory acts that Comcast feels it can get away with because customers don't have any other option. This isn't okay and it's exactly why the United States lags behind the rest of the world in broadband availability and quality. Comcast is actively hindering the ability of Americans to keep pace with the rest of the world in innovation and technological development.

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[Ticket: # 1265484 - Comcast data cap](#)

**Date:** 10/14/2016 1:23:27 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast and many other internet companies are over stepping their bounds by trying to enforce data capped internet.

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[Ticket: # 1268286 - Data caps with Comcast](#)

**Date:** 10/14/2016 9:01:04 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast's new policy for data caps is bad for the customers. Higher costs and data limits are unfair for customers.

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[Ticket: # 1265498 - Comcast Data Cap](#)

**Date:** 10/14/2016 1:24:33 PM

**City/State/Zip:** Bloomington, Illinois 61701

**Company Complaining About:** Comcast

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## **Description**

Comcast has rolled out a data cap on internet connections in my region

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[Ticket: # 1265489 - Comcast 1TB data caps](#)

**Date:** 10/14/2016 1:23:49 PM

**City/State/Zip:** Oakland, California 94606

**Company Complaining About:** Comcast

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## **Description**

Comcast should not be allowed to place any type of limit on internet access, including data caps. While 1TB is fine for most households for now, in a few years it will not be enough, especially with 4k content coming soon

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[Ticket: # 1268388 - Comcast enacting data cap](#)

**Date:** 10/14/2016 9:46:39 PM

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

**Company Complaining About:** Comcast

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### **Description**

Please do not allow Comcast to quietly enact a data cap, especially where it has a monopoly on service.

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**Ticket: # 1265541 - Comcast data caps**

**Date:** 10/14/2016 1:29:11 PM

**City/State/Zip:** Fort Collins, Colorado 80524

**Company Complaining About:** Comcast

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## **Description**

Comcast's roll out of 1TB data caps in November is an unjust burden and blatantly anti-consumer method of limiting what should really be a Utility. Internet has become so ubiquitous in this modern world that it is no longer a luxury and is necessary for children to stay connected and involved in school work. It is necessary for the everyday person to be in touch with the modern economy. The United States of America lags behind the rest of the developed world in regard to broadband availability and cost to consumer. We have no choice in provider because Comcast has a local monopoly and we are forced to take what they give us. This is not a "value-added" service, it is the same service we have always paid for and now we are being forced to pay more for it. With the current trends in technology and media services, much more broadband demanding data is going to be the new norm. With the advent of 4K streaming starting to emerge this act will seek to limit how much media we are allowed to watch each month before being charged for overages. This feels like Comcast essentially getting around the net neutrality rulings by the FCC last year that doesn't let them throttle certain services like Netflix.

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[Ticket: # 1265542 - Comcast Internet Capping](#)

**Date:** 10/14/2016 1:29:17 PM

**City/State/Zip:** Colorado Springs, Colorado 80907

**Company Complaining About:** Comcast

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### **Description**

I would like to complain about Comcast putting a 1Terabyte data cap on Internet users. They aren't providing a service they intend to provide and have an allowed monopoly in this market, leaving consumers with no options.

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**Ticket: # 1265550 - Comcast data caps**

**Date:** 10/14/2016 1:29:47 PM

**City/State/Zip:** Spring Grove, Illinois 60081

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1265567 - Internet data caps](#)

**Date:** 10/14/2016 1:30:51 PM

**City/State/Zip:** Northport, Maine 04849

**Company Complaining About:** Fairpoint

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## **Description**

I do not think is should have data caps

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**Ticket: # 1265576 - Comcast 1TB data caps**

**Date:** 10/14/2016 1:31:14 PM

**City/State/Zip:** Tallahassee, Florida 32304

**Company Complaining About:** Comcast

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## **Description**

Greetings,

I am a concerned customer of Comcast. I find the new addition of data caps by Comcast to be unjust and crippling to the innovation of technology and punishing to the users of the technology. When file sizes increase and 4k video streaming becomes more viable, people will start hitting these data caps easily. I believe there is no reason for Comcast to implement these caps other than to make themselves more money. If these caps are allowed now while no one is going over them, they will be enforced in the future when people start going over them. These data caps need to be stopped in their infancy. Thank you for your time.

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**Ticket: # 1265580 - Comcast Data Caps**

**Date:** 10/14/2016 1:31:36 PM

**City/State/Zip:** Pleasanton, California 95134

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are going to shape how the internet grows and negatively affect our future.

Imagine if in the year 2000 cable companies started figuring out how much data the top 1% of users used and set those as "caps". Our internet would look vastly different today. The 1% today, becomes the 10% next year, and the average eventually. Companies like Netflix and Hulu would not exist. Digital distribution of video games, each of which might be 100GB today would not exist.

Comcast's core argument in favor of data caps seems to be the top 1% are using way more data than the average user and should pay accordingly. As we move into the future, metered connections will shape what is technically possible for internet companies of the future. I use around 400 GB per month so I don't fall within their caps, but I also don't have a 4k setup. If I upgrade my TV, I might suddenly see myself breaking the 1TB limit with no changes to my behavior simply because internet companies upgrade their infrastructure to provide 4k.

I pay for a 100 mpbs connection that I'm only allowed to fully use for 22 hours in a month before I run out of data. I would argue Comcast has a duty as an ISP to upgrade their infrastructure to support their customers as they use more data. Limiting bandwidth is the only way to do so, not limiting data used. Limiting data changes behavior, which will affect how the internet grows and develops.

Please stop Comcast from shutting down innovations of tomorrow by limiting based on the usage patterns of today.

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[Ticket: # 1265608 - Data caps](#)

**Date:** 10/14/2016 1:34:48 PM

**City/State/Zip:** Rancho Santa Margarita, California 92688

**Company Complaining About:** Comcast

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## **Description**

Data caps are just a proxy fight for net neutrality! The internet is no longer a luxury item, but a necessity and allowing companies like Comcast to get away with the most unethical cash grab to a world wide resource and ecosystem is pretty nasty. There are not a lot of other companies that we (as users) can look towards so it becomes a choice of the lesser of the evils. If you set a strong presence now you can gain the trust and the respect from essentially everyone who understands how the internet works, although companies may not like it, remember that we are all citizens first and then business people. So please put the citizens first.

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**Ticket: # 1265610 - 1TB Data Cap**

**Date:** 10/14/2016 1:34:52 PM

**City/State/Zip:** Roseville, California 95747

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting a data cap coming November 1st. It is absurd that we are being limited in this way. Families will EASILY go over this if not now in the coming years as files get bigger and bigger. 4k video alone will decimate this outlandish cap.

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**Ticket: # 1265620 - Open/free internet; anti-consumer practices**

**Date:** 10/14/2016 1:35:40 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

>Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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**Ticket: # 1265629 - COMCAST INTERNET CAP**

**Date:** 10/14/2016 1:36:34 PM

**City/State/Zip:** San Jose, California 95133

**Company Complaining About:** Comcast

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**Description**

COMCAST IS INTRODUCING INTERNET DATA CAPS AT 1TB/MONTH. CHARGING EXTRA TO GO OVER. IT IS UNFAIR HOW A MONOPOLY DECIDES TO UP CHARGE CUSTOMERS BC LACK OF COMPETITION AT LITTLE TO NO COST TO THEM.

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**Ticket: # 1265655 - Comcast Data Caps**

**Date:** 10/14/2016 1:38:47 PM

**City/State/Zip:** Hamilton, New Jersey 08690

**Company Complaining About:** Comcast

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### **Description**

I am strongly against data caps. It is penalizing me for doing what I do everyday. Watching netflix, downloading video games (they are about 25-75GB each). Please stop data caps on landline service.

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[Ticket: # 1265664 - Comcast's Nov. 1 Data Cap](#)

**Date:** 10/14/2016 1:39:30 PM

**City/State/Zip:** San Francisco, California 94112

**Company Complaining About:** Comcast

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### **Description**

Comcast is enacting a 1TB data cap limit beginning November 1st. This is against net neutrality.

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[Ticket: # 1265671 - Comcast's 1TB Data Cap](#)

**Date:** 10/14/2016 1:40:22 PM

**City/State/Zip:** Houston, Texas 77008

**Company Complaining About:** Comcast

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### **Description**

I do not like the slippery slope Comcast is going down with this newly imposed 1TB data cap. I think it sets a bad precedence for Open Internet in the future and would be a mistake if allowed to continue.

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**Ticket: # 1265677 - Comcast data cap**

**Date:** 10/14/2016 1:41:01 PM

**City/State/Zip:** League City, Texas 77573

**Company Complaining About:** Comcast

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## **Description**

The new data caps imposed by Comcast are a step backwards in the advancement of modern technology and standard of living for Americans. I have no other choice of cable providers due to Comcast's monopoly in my area. As the rest of the world is investing in the development of better high speed internet access, Comcast is incentivizing lower resolution video streaming and rationed use of the internet in order to stay below the cap. This is unacceptable. With 4K video becoming more prevalent, we cannot be expected to pay extra just to stream the same content as others because we have invested in better technology to enjoy our TV shows and movies. It is outrageous to think about. The internet has become an integral part of modern society. It is where most people get their news, information, entertainment, how they communicate with friends and family, and how they utilize their home automation and protect their homes with security systems. This cap is unfair towards larger families who use more data on a daily basis. Children need to be able to use the internet to keep up with schoolwork by doing research and through online tutoring. There is no added value for the new exorbitant cost to "upgrade" to unlimited data. Before the new data cap, data was already unlimited and the price hasn't changed. Charging nearly double for the same service is absolutely deplorable. This is blatantly anti-consumer and serves to bully consumers who rely on their internet connection for resources to cave in and order cable TV service and phone service as well to supplement their data usage. It also serves to stifle our progress as a nation by limiting our access to global information. The internet is a free and open platform. It is not owned by any one company. Just because Comcast is the only provider in my area does not give them the right to control how or how much or why I use it. By all rights the internet is a utility. It is essential to every day life of Americans, just as water and electricity are.

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[Ticket: # 1265689 - Data caps that violate net neutrality](#)

**Date:** 10/14/2016 1:42:59 PM

**City/State/Zip:** Portland, Maine 04101

**Company Complaining About:** Comcast

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## **Description**

I'm concerned about the data caps that ISPs such as Comcast are rolling out nationally. In my area I have TWC for internet, which is currently not allowed to implement caps due to their recent merger, but I worry that Comcast is normalizing these data caps and charging for "premium" video stream services, which is clearly a money grab and violation of net neutrality. It's anti-competitive and has no technical merit.

The internet has profoundly changed the way we communicate, and should be a public resource that's available for innovation and learning. With data caps on the service, we are more likely to have reduced competition and poorer options as consumers.

Please stand strong behind net neutrality and disallow ISPs from instituting data caps.

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[Ticket: # 1265729 - Comcast adding data caps](#)

**Date:** 10/14/2016 1:46:26 PM

**City/State/Zip:** Bloomington, Minnesota 55431

**Company Complaining About:** Comcast

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## **Description**

1TB data cap is not enough. We do a lot of work from home and there is no other ISP in my area that is over 12MBps down. This is ridiculous and just a selfish cash grab from a selfish company. They already raise prices with their monopoly knowing there is no other ISP. How is this legal?

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**Ticket: # 1266419 - Comcast Data Caps**

**Date:** 10/14/2016 3:11:06 PM

**City/State/Zip:** Secaucus, New Jersey 07094

**Company Complaining About:** Comcast

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**Description**

Comcast should not be able to enable data caps with their Internet service.

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**Ticket: # 1265732 - Comcast imposed limits**

**Date:** 10/14/2016 1:46:32 PM

**City/State/Zip:** Los Gatos, California 95032

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

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[Ticket: # 1265761 - Comcast Data Caps](#)

**Date:** 10/14/2016 1:48:56 PM

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

**Company Complaining About:** Comcast

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## **Description**

Due to lack of competition and local monopoly status, Comcast is implementing data caps in my market. These caps are only a method of increasing profit without providing better service. When competition is allowed in a market, the incumbent providers quickly increase their speeds and drop their prices to prevent the new competition. (see markets where google fiber or local municipal ISPs have been implemented). This is terribly anti-competitive and I will complain about this until ISPs are brought under a much stronger and competitive regulatory framework.

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[Ticket: # 1265765 - Comcast data caps](#)

**Date:** 10/14/2016 1:49:26 PM

**City/State/Zip:** Fairfax, Virginia 22032

**Company Complaining About:** Comcast

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## **Description**

I'm extremely upset over the new data caps for these reasons:

Lack of consumer choice due to local monopoly

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

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

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

This is blatantly anti-consumer

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**Ticket: # 1267236 - Comcast Data Caps**

**Date:** 10/14/2016 5:18:06 PM

**City/State/Zip:** Bakersfield, California 93311

**Company Complaining About:** Comcast

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**Description**

Please stop the data cap on Comcast.

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[Ticket: # 1265779 - Comcast data caps are not consumer friendly](#)

**Date:** 10/14/2016 1:51:05 PM

**City/State/Zip:** Weare, New Hampshire 03281

**Company Complaining About:** Comcast

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## **Description**

Comcast is showing with new data caps in cities that they are not investing in America's future. Americans need unrestricted Internet access to compete and work in today's global economy. Arbitrary data caps and high prices like the ones being imposed will only make things worse for every day americans while charging us more. Please do something about these data caps, high prices, and no other options for service! Comcast has a monopoly grip on this part of the country and it is literally choking us in development and innovation.

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**Ticket: # 1265797 - Data Caps**

**Date:** 10/14/2016 1:54:07 PM

**City/State/Zip:** Valrico, Florida 33596

**Company Complaining About:** Comcast

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## **Description**

I understand that internet service providers (such as Comcast or one of their many aliases) have begun to introduce data caps. This is absolutely unacceptable. The internet has evolved to be such a critical part of all of our lives that we cannot live without it. The majority of all business is done online, the majority of all job applications are done online, the majority of all communication is done online, the list goes on and on. To expect the consumer to withhold to these heavily anti-consumer measures - which I might add are impossible to avoid due to Comcast's local monopoly damn near everywhere - is ridiculous. It's not like they're being charged by the bit, and they have more than capable infrastructure to withstand a lot more than that 1TB/mo data cap. These restrictions are EXCEEDINGLY arbitrary, and are a transparent cash grab.

Time Warner Cable is much the same, except that instead of capping your data, they throttle you down to dial-up speeds after your usage exceeds a certain amount. This is also an arbitrary decision that has more to do with money and less to do with infrastructure.

The internet is open and free to all, and a society in and of itself. Don't allow the greed of these companies to throttle our ability to use it - especially when it is such a core part of our lives.

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[Ticket: # 1265799 - Comcast 1tb data cap](#)

**Date:** 10/14/2016 1:54:19 PM

**City/State/Zip:** Streamwood, Illinois 60107

**Company Complaining About:** Comcast

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### **Description**

Data caps of any size are anti consumer anti net neutrality and just a way for comcast to pad it's bottom line.

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**Ticket: # 1265801 - Comcast data cap**

**Date:** 10/14/2016 1:54:26 PM

**City/State/Zip:** Los Angeles, California 90034

**Company Complaining About:** Comcast

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## **Description**

I own apartment buildings and commercial office buildings who have no choice but to use Comcast as their ISP.

I am against the data cap because:

- Lack of consumer choice due to local monopoly
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet for children to participate in school and for everyday people to participate in the modern economy
- This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- This is blatantly anti-consumer

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**Ticket: # 1265845 - Internet Data Cap**

**Date:** 10/14/2016 1:59:18 PM

**City/State/Zip:** Aurora, Indiana 47001

**Company Complaining About:** Comcast

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### **Description**

I will be subject to a data cap with no available alternatives for an ISP. Data caps are artificially fabricated to just be a money grab, nothing more. It cost them NOTHING DIFFERENT to have unlimited data. This is a disgrace in this time, the internet is absolutely REQUIRED for people (like myself) to work, study for education, recreational education, entertainment and more.

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[Ticket: # 1265879 - Comcast Data Cap](#)

**Date:** 10/14/2016 2:02:00 PM

**City/State/Zip:** Minneapolis, Minnesota 55403

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting a 1TB data cap

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**Ticket: # 1265851 - Data Caps**

**Date:** 10/14/2016 1:59:52 PM

**City/State/Zip:** Lancaster, Pennsylvania 17601

**Company Complaining About:** Comcast

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## **Description**

Data caps are rolling out nationwide for all Comcast customers when Comcast is the only provider of high speed internet. This is not acceptable due to the structure of the high speed internet market. We currently do not have any other options as Comcast owns a monopoly within the area. There is not a free market structure available for others to come in and compete for the same service. By allowing data caps, we are telling Comcast that it is okay to extort their customers and there will be no recourse. Additionally, Comcast has failed to install fiber lines to the local community as promised and subsidized by US government dollars. We are not encouraging innovation by allowing these practices to continue. I'll also remind you that US high speed internet speeds are worse than any other civilized country (1gbps speeds are common in many countries, even over the air speeds to cell phones run at 300mbps compared to the 40mbps here in the states).

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[Ticket: # 1265856 - Comcast 1TB data cap complaint](#)

**Date:** 10/14/2016 2:00:20 PM

**City/State/Zip:** Gaithersburg, Maryland 20877

**Company Complaining About:** Comcast

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### **Description**

Comcast is enacting a 1TB data cap, which is outrageous and shouldn't be allowed to keep the internet fair and equal

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**Ticket: # 1265874 - Comcast Data Cap**

**Date:** 10/14/2016 2:01:41 PM

**City/State/Zip:** Crystal Lake, Illinois 60014

**Company Complaining About:** Comcast

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## **Description**

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1265937 - Comcast data limits in Seattle**

**Date:** 10/14/2016 2:11:42 PM

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

**Company Complaining About:** Comcast

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## **Description**

Hello,

I recently received a letter from Comcast/Xfinity notifying me that, beginning Nov 1st, there will be a 1TB cap on my internet data usage. Exceeding the limit incurs extra charges, and an unlimited plan now costs an extra \$600/year. This was not part of the contract I agreed to less than 2 months ago.

As two college students, my room mate and I depend on unfettered internet access for school, work, gaming, music, movies, etc. As anyone my age will tell you, having cheap, fast internet service is a must-have; unfortunately the reality (in Seattle and much of the rest of the country) is that the lack of choice of internet providers allows Comcast to change prices with impunity.

Our country is already far behind other rich nations in broadband access, choice, price, and speeds. Residential data caps exacerbate all of these problems, in addition to stifling future innovation in an increasingly web-connected economy. This is nothing but a greedy money grab by Comcast to make up for lost revenue from people like me not paying for cable TV.

They will claim that "less than 1%" of users exceed 1TB a month, but that is beside the point-- as it has with mobile data, usage caps will lead to blatant net neutrality violations as companies pay for the privilege of not counting against the cap. This gross behavior by mobile companies like T-mobile, which offers promotions for cap-free music from Spotify among other services, will surely creep into the residential broadband market. Not only do these paid promotions violate the FCC's own guidelines on net neutrality, they limit consumer choice while lining the pockets of providers. To continue the example of mobile data, when caps were rolled out several years ago the same "less than 1%" argument was made. Since then consumer data usage has surged and the average person is in a constant state of worry at exceeding their data limit for the month. Now the same story is playing out with my home internet.

To sum up, I'm extremely unhappy with Comcast's decision to impose data caps on its internet customers. Not only will it cost me more money in addition to the absurd sum I already pay, data caps are bad for consumers, encourage non-net neutrality, and will certainly slow the growth of the internet economy.

Thanks

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**Ticket: # 1265896 - Comcast imposing predatory data caps on high-speed internet**

**Date:** 10/14/2016 2:05:45 PM

**City/State/Zip:** North Bend, Washington 98045

**Company Complaining About:** Comcast

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## **Description**

I, like the majority of Americans, live in an area that is only serviced by one high-speed internet provider, in my case the company is Comcast.

They have recently announced that they will begin imposing a data cap of 1 Terabyte (TB), stating that it is for the "benefit" of those who do not consume very much data.

However, my profession requires that I consume enormous amounts of data, and 1 TB will surely impose difficulties and hardship in my career and life. The fact that I have no alternative to Comcast high-speed internet is appalling, and Comcast should be thoroughly investigated for monopolization, predatory business practices, and abusing their egregious stranglehold on the free market.

Comcast has continuously lobbied and pursued legal injunctions in my state of Washington to prevent municipalities, new service providers, and any other companies private OR public to provide high-speed internet service. They have successfully shut-down many services from starting, causing the companies to either declare bankruptcy, or significantly reduce operations, damaging their ability to capitalize on the free market.

The behavior of Comcast and other telecommunication companies is illegal according to current free market laws, and the fact that companies like Comcast, Time Warner, Verizon, AT&T and others are able to continue this behavior with no repercussions is a disgrace to our justice system, and willfully negligent. They should be prosecuted to the full extent of the law, and penalized appropriately for the laws they refuse to adhere to.

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[Ticket: # 1265897 - Comcast data caps on my home broadband Internet service](#)

**Date:** 10/14/2016 2:05:47 PM

**City/State/Zip:** Bloomington, Indiana 47401

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

My Internet service provider, Comcast/Xfinity, recently instituted a one-terabyte data cap on my home internet connection. The new data cap is certainly unwarranted when considered as a simple cost-saving procedure. Caps of this sort will also have a chilling effect on innovation and competition among companies across the nation. How many novel ideas, how many future educational, scientific, artistic, and economic developments, will be quashed under such onerous limits? What would the Internet be like today if providers had implemented these supposedly generous data caps in the 1990s?

I am in favor of whatever regulatory actions prove necessary to revoke such restrictions for all Americans.

Thank you.

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**Ticket: # 1265902 - Comcast home internet data caps**

**Date:** 10/14/2016 2:07:03 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19115

**Company Complaining About:** Comcast

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## **Description**

Comcast is beginning to enforce 1 terabyte data caps in some states this November for home internet. Although my state is not currently one that will be affected, I believe I need to raise my voice in opposition of it. Comcast is doing this only because people are watching less cable tv. They are losing customers on that front, and trying to make internet customers pay the difference. This is simply unfair. I want to pay for internet, and internet only. And I want it to be at a fair price, not at a price that is dictated simply by how much money Comcast feels like they deserve this year. These limits were not in place before, and do not need to be in place now. Once Comcast starts to limit people on how much data can be used, they will charge as much as they possibly can without bankrupting people. Even worse, many of us need the Internet to work. I shouldn't have to pay extra money to do my job just because Comcast feels like it.

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**Ticket: # 1265911 - Comcast Data Cap**

**Date:** 10/14/2016 2:08:20 PM

**City/State/Zip:** Minneapolis, Minnesota 55403

**Company Complaining About:** Comcast

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**Description**

The new data cap imposed by Comcast is nothing but an obvious attempt to extract more money from consumers.

This is blatantly anti-consumer. Imposing data caps discourages usage of the internet, and I'm now paying the same amount of money for less service.

Comcast also has a history of not updating their data caps. Going from 250/300 GB 5 years ago, to "suspending data caps" since then, they've only increased the cap to 1 TB. What happens in a couple of years when internet usage increases even further due to streaming services, video conferencing, etc. Consumers will be forced to pay for an "unlimited" plan.

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**Ticket: # 1265913 - Comcast Data Caps**

**Date:** 10/14/2016 2:08:38 PM

**City/State/Zip:** Winthrop, Massachusetts 02152

**Company Complaining About:** Comcast

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## **Description**

Comcast has planned to roll out a 1TB per month data cap on home internet starting Nov 1 despite there being no evidence that it is at all necessary for their business to be successful. There is not a limited amount of internet to use, this is simply a money grab by a company taking advantage of their de facto monopoly in many parts of the country. These data caps are completely anti-consumer, even moreso now that our daily lives depend so heavily on internet usage. The FCC and other federal entities need to take action now to prevent Comcast from continuing this destructive policy and their peers Time Warner and Verizon from doing the same.

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[Ticket: # 1265943 - Data Cap](#)

**Date:** 10/14/2016 2:12:35 PM

**City/State/Zip:** Seattle, Washington 98125

**Company Complaining About:** Comcast

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## **Description**

Comcast's arbitrary 1TB data cap as ISP service. Absolutely no reason data should be capped, there is no "Shortage" or "Supply" of data, strictly a money grab. With no other high-speed options, the consumer is left with no choice.

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[Ticket: # 1265946 - Comcast Data Caps](#)

**Date:** 10/14/2016 2:12:56 PM

**City/State/Zip:** Knoxville, Tennessee 37010

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting a 1TB data cap on consumers.

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**Ticket: # 1265968 - Comcast 1T Data Caps**

**Date:** 10/14/2016 2:15:26 PM

**City/State/Zip:** Boalsburg, Pennsylvania 16827

**Company Complaining About:** Comcast

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## **Description**

Hello I would like to registrar a complaint against Comcast's new Data Caps. I believe they represent a:

- Lack of consumer choice due to local monopoly
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet for children to participate in school and for everyday people to participate in the modern economy
- This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- This is blatantly anti-consumer

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[Ticket: # 1265987 - Data Cap](#)

**Date:** 10/14/2016 2:20:14 PM

**City/State/Zip:** Grove City, Pennsylvania 16127

**Company Complaining About:** Comcast

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## **Description**

Comcast is issuing a data cap of 1 TB and charging for unlimited data and overages. This should not be allowed if we intend to preserve net neutrality.

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[Ticket: # 1265984 - 1 Tb Data Cap](#)

**Date:** 10/14/2016 2:19:28 PM

**City/State/Zip:** Olathe, Kansas 66062

**Company Complaining About:** Comcast

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## **Description**

This data cap is beyond ridiculous and sets a terrible precedent for the future of global internet access. Comcast has to pay almost nothing to provide its data once lines are established yet they want to jack up prices once again despite already fantastic business that they have no right to receive. Comcast has been consistently rated as one of the worst businesses in the US, don't let them be the ones who spearhead our policies on data usage.

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[Ticket: # 1265998 - Comcast 1TB data cap](#)

**Date:** 10/14/2016 2:22:05 PM

**City/State/Zip:** Salem, Massachusetts 01970

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting a 1TB monthly data cap for its "broadband" customers. This is ridiculous and should not be allowed.

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[Ticket: # 1266001 - Comcast data caps](#)

**Date:** 10/14/2016 2:22:18 PM

**City/State/Zip:** Eden Prairie, Minnesota 55346

**Company Complaining About:** Comcast

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## **Description**

Data caps infringe on net neutrality and serve only to charge extra money for a lesser service. Data caps should be illegal for internet providers.

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**Ticket: # 1266003 - Comcast Data Caps**

**Date:** 10/14/2016 2:22:29 PM

**City/State/Zip:** Rockville, Maryland 20852

**Company Complaining About:** Comcast

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## **Description**

I am a current Comcast customer. This is not entirely by choice - it is the only high-speed option that services my building, despite receiving competitor's marketing attempts regularly. (The voluntary monopolies/agreements between ISPs to non-compete, and therefore avoid monopoly charges, is another issue of which I have major concerns, but is not the point of this message.

Today, I am contacting you to express my concern over a recent trend of Internet Data Caps, one which I feel poses an economic and moral threat to the future of our country and its people. We have already seen the effect of data caps among wireless providers - however wireless providers are unique, because they directly compete with each other. There is business incentive to provide the best product. Now we are seeing it in the wired internet space, and I hope to prevent it from going further.

As the FCC ruled this year regarding net neutrality, the internet is a utility, not a luxury. However, unlike, water, gas, or electricity, the input and output of a broadband line cannot be easily measured and verified - nor do they need to be. Data is different. While heavy data users will perhaps increase the strain on their infrastructure, the difference in cost between transmitting 1 GB and 2 GB of data is minuscule compared to the difference between providing 1 gallon and 2 gallons of water. The pipe is being used no matter what - the question is what is a fair price to charge for its use. Not to mention, there is no accuracy of metering efforts - there are already multiple reports of people being erroneously charged for use of data that is impossible with their current internet speeds. Who is regulating Comcast's data restriction? How are we to now how much data is actually being used?

As Comcast tries to frame this on their FAQ page: <https://dataplan.xfinity.com/faq/>, "This data plan is based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less." Yet they are still charging everyone a (too high) base price for their service - and then vastly overcharging to punish those who are heavy users. With no competition to undercut their pricing practices, they can do so with minimal repercussions. When the internet is necessary to daily life, what choice do consumers have? We can either pay, or go without a necessity to modern life. Not to mention, as telecommute options increase, they are also effecting the ability to work from home. I, for example, work for a company that does not have physical offices. If I were to go over my data cap, I am not only being effected for my entertainment purposes (some of which, like video games, are not in any way competition to Comcast's base service), but for my business purposes. This damages my economic input in the economy, because my company either must pay more to provide internet to its employees, or its employees must pay more to continue to do their job. Either way, less money goes into the larger economy, and more into Comcast's extensive coffers.

Companies such as Comcast are attempting, in any way that they can, to place limits on consumer's consumption, rather than to innovate their service offerings. I believe this is being done as an effort to combat cord-cutters, who prefer to use online services rather than Comcast's own cable service

(which is often an inferior product to newer innovators like Netflix or Sling TV). This is in violation of the spirit of net neutrality, if not the exact letter of it.

While I am fortunate enough to not be in a market that is being forced to accept the new data cap plan starting November 1 (the XFINITY Terabyte Internet Data Usage Plan), I am highly concerned that my state (Maryland) will be next in their long-term roll-out plan.

I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate:

- Lack of consumer choice due to local monopoly (Oligopolies), as mentioned above. When Comcast is my only option, why should they improve? What capitalist incentive do they have?
- Lagging behind the rest of the world in broadband availability and cost to consumers. (Internet infrastructure improvement has been disincentivized by the existence of these oligopolies.)
- Importance of the internet as infrastructure for an intellectually competent society, capable of sustained function and development in the modern world economy.
- Similarly, the importance of the internet for children to participate in school and for everyday people to participate in the modern economy. As I mentioned above, this applies to modern business as well.
- Arguments for them hinge on non-comparable tangible goods - such as water, gas, electricity.

Comcast's new data caps are not a "value-added" service. They are the same service consumers have always paid for, but now we're being forced to pay more for it.

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues.

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**Ticket: # 1266006 - Comcast Data Caps**

**Date:** 10/14/2016 2:22:38 PM

**City/State/Zip:** Pottsville, Pennsylvania 17901

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1266013 - Comcast data cap](#)

**Date:** 10/14/2016 2:22:55 PM

**City/State/Zip:** West Springfield, Massachusetts 01089

**Company Complaining About:** Comcast

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### **Description**

Please don't let Comcast allow a data cap! Internet is expensive enough for low income people, i wouldn't be able to afford the overages!!

No data caps!!

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**Ticket: # 1266016 - Comcast data cap beginning November**

**Date:** 10/14/2016 2:23:14 PM

**City/State/Zip:** Fairfield, Iowa 52556

**Company Complaining About:** Comcast

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## **Description**

Comcast is placing a 1 terabyte data cap on consumer internet connections beginning November 1st. It is obvious that corporate greed is the only motivation for this. The more they throttle users' bandwidth, the more they can oversell their own bandwidth for greater profit. Throttling the user experience, which by the way is already painfully flooded by advertisements, does not foster growth and innovation. It fosters anger and grassroots efforts to break the imposed rules illegally. Over capitalization on any commodity or activity creates a strained system that risks collapse. The only way to support progress in an increasingly data-dependent world is to support a growing internet. Data caps are the antithesis of that growth. To support the future of the American people, the FCC should disallow internet service providers from throttling user connections and overselling upstream bandwidth.

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[Ticket: # 1266020 - Data caps](#)

**Date:** 10/14/2016 2:23:56 PM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting a 1TB data cap limit beginning November 1st . This is not a "value-added" service. It's the same service we've always paid for, and now we're being forced to pay more for it.

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**Ticket: # 1266027 - Comcast Data Caps**

**Date:** 10/14/2016 2:24:59 PM

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

**Company Complaining About:** Comcast

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## **Description**

I feel that to protect the peoples rights the comcast 1tb data cap should be eliminated. They are designed to limit people while having no practical purpose at all. In addition to all of this in puts America behind the curve while other nations work to expand coverage for everyone.

Do not let the monopoly known as comcast take away my ability to access a free and open internet.

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[Ticket: # 1266029 - Comcast data caps are not in consumer interests](#)

**Date:** 10/14/2016 2:25:03 PM

**City/State/Zip:** St. Paul, Minnesota 55104

**Company Complaining About:** Comcast

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### **Description**

Comcast and there data caps are meant to hurt consumers in the long run. Telecom monopolies continue to dominate consumers unlawful. Stop this and everything these evil companies do immediately.

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**Ticket: # 1266041 - Comcast Data Caps**

**Date:** 10/14/2016 2:26:31 PM

**City/State/Zip:** Menlo Park, California 94025

**Company Complaining About:** Comcast

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## **Description**

As a begrudging Comcast customer of many years let me say the following. The local monopolies which it enjoys have allowed it to provide terrible service at exorbitant prices with the worst customer service possible. What possible rational could there be for imposing data caps? It's stifling to the economy and dangerous to be allowed to happen. They are testing the limits of what they can get away with like an angst ridden teenager. We must treat them as such and impose clear limits on them. We should classify them as a common carrier and a utility. The internet is too important to the health of our nation to allow it to be managed by these incompetents.

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[Ticket: # 1266045 - Comcast data caps](#)

**Date:** 10/14/2016 2:26:53 PM

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

**Company Complaining About:** Comcast

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## **Description**

The fact that Comcast is getting away with data caps is down right appalling. This is not a technical issue, and not an issue of network congestion. This is a pure money grab, and is directly targeted at those who stream majority of their media. If the FCC true is in place to to protect the American people, then some serious investigations need to start happening. As you know Comcast is not considered a monopoly, but in very many places it is the only option for hundreds of thousands Americans, so they don't have a free choice away from this despicable company. So please FCC do something you're our only hope!

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**Ticket: # 1266048 - Comcast Data Cap**

**Date:** 10/14/2016 2:27:03 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15202

**Company Complaining About:** Comcast

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**Description**

Comcast is instituting a data cap of 1TB per month. While I can "stream" as much cable television from Comcast as I want without affecting my cap, if I tried to watch 5 or more hours of UltraHD television from Netflix per month I'd hit my cap.

1 (legal) video game download through Xbox or Playstation can be upwards of 10% of this cap.

Once Comcast is allowed to institute this cap, there's nothing that will force them to change it. In 10 years when when video games are 250GB, or when 8k television is becoming the norm, Comcast will still have a 1TB cap.

That's anti-competitive and hurts other businesses.

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**Ticket: # 1266064 - Comcast 1TB Data Caps**

**Date:** 10/14/2016 2:28:48 PM

**City/State/Zip:** Derry, New Hampshire 03038

**Company Complaining About:** Comcast

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**Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b) (6)

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[Ticket: # 1266065 - Comcast's data caps](#)

**Date:** 10/14/2016 2:28:51 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast is trying to create data caps for their internet, which is not what I agreed to when I signed with them. There are no other options for Internet in my apartment building

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**Ticket: # 1266071 - Comcast 1TB Cap**

**Date:** 10/14/2016 2:30:04 PM

**City/State/Zip:** New York, New York 10036

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly.

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

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**Ticket: # 1266089 - Low Data Caps**

**Date:** 10/14/2016 2:32:51 PM

**City/State/Zip:** Dewey, Oklahoma 74029

**Company Complaining About:** Cable One

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## **Description**

The low data caps of CableOne are inherently against the idea of Net Neutrality. Streaming video services such as Netflix, Hulu, and YouTube are becoming increasingly popular everyday. CableOne's 500GB data caps are unacceptable. For an outrageous \$30 increase they will add 250GB to this cap and no increased speeds. For an additional \$55 you can get a 1TB data cap which at this point should be the industry standard. If you exceed your data cap 3 times CableOne will automatically upgrade your plan without your permission. Please investigate these horrendous business practices.

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**Ticket: # 1266094 - Comcast enacting data cap**

**Date:** 10/14/2016 2:33:13 PM

**City/State/Zip:** Oviedo, Florida 32765

**Company Complaining About:** Comcast

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## **Description**

Comcast is initiating a data cap for users starting November 1. This is outrageous for a variety of reasons:

- Lack of consumer choice due to local monopoly
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet for children to participate in school and for everyday people to participate in the modern economy
- This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- This is blatantly anti-consumer

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[Ticket: # 1266100 - Comcast data cap](#)

**Date:** 10/14/2016 2:33:31 PM

**City/State/Zip:** Elverson, Pennsylvania 19520

**Company Complaining About:** Comcast

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## **Description**

I am against data caps on home internet. This doesn't conform to net neutrality, to which I am an advocate for. For Comcast to enact a data limit cap and charge for overages on a home's internet usage is criminal in my mind. 1TB is a lot for a single person, but for a family of 5 or 6, this will be reached very easily.

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**Ticket: # 1266114 - Comcast implementing 1GB data cap**

**Date:** 10/14/2016 2:34:04 PM

**City/State/Zip:** Wauwatosa, Wisconsin 53213

**Company Complaining About:** Comcast

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## **Description**

A 1GB data cap limit? This is a joke right?

Even if they allow you to surpass it twice a year with no charge, that is a ludicrous limitation on internet users. I would probably chew up more than 1GB watching a single season of a show on Netflix. What about people who download large amounts of content, like games? PC and console game players all download huge applications and system updates all the time. Windows or Apple might put out security patches that approach a GB in size, so what am I supposed to do? Simply NOT download critical updates to systems with security risks and flaws?

You cannot allow this. It is absolutely obscene and it's nothing but the latest and one of the more egregious attempts by Comcast and other providers to force cable subscriptions on customers who don't want them. Comcast is blatantly encouraging a massive online security problem because they're going to prevent huge swaths of the population from getting the software updates they need to protect themselves and their personal information. Due to the monopolies that you (the FCC) continue to allow them to hold, there will be no workarounds for many users and they will be forced to choose between using a very limited amount of the internet or keeping their devices secure and abstaining from internet use entirely (which completely defeats the purpose).

I am so sick of this crap happening. You guys are the regulators, you guys have the power to do something. Please support the American people and swat this Comcast lunacy into the garbage bin where it belongs.

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[Ticket: # 1266127 - Data limits](#)

**Date:** 10/14/2016 2:34:44 PM

**City/State/Zip:** Jacksonville, Florida 32223

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing a data cap on all their policies of 1TB a month meaning once I reach that limit, they can charge more money or shut off my internet use. This is unacceptable.

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**Ticket: # 1266133 - Comcast data caps**

**Date:** 10/14/2016 2:35:10 PM

**City/State/Zip:** Ann Arbor, Michigan 48104

**Company Complaining About:** Comcast

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## **Description**

Comcast's enactment of data caps on myself and it's other customers is another example of the monopolistic type power it has over consumers that have little to no Internet service provider competition in their area. Comcast claims it won't affect very many of its users but as online streaming becomes more ubiquitous and the video quality increases everyone will reach the 1Tb cap in a few years time. It is unlikely Comcast will raise its cap level with internet usage and soon many people's internet bills will double in price. Please stop Comcast and all ISPs from being able to exercise their control of the market and extort money from American citizens. Make the internet a utility to give equal access to all at fair and reasonable prices.

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[Ticket: # 1266134 - Comcast data cap](#)

**Date:** 10/14/2016 2:35:14 PM

**City/State/Zip:** Union City, California 94587

**Company Complaining About:** Comcast

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## **Description**

I don't think it's right for Comcast to have a data cap on my internet. NO DATA CAPS PLEASE

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**Ticket: # 1266166 - Comcast illegal data caps**

**Date:** 10/14/2016 2:38:17 PM

**City/State/Zip:** Dunnellon, Florida 34430

**Company Complaining About:** Comcast

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### **Description**

Comcast is violating pre existing contracts with loyal customers by sneakily enacting data caps in certain regions in an attempt to ease customers into the idea that these illegal actions are okay.

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**Ticket: # 1266139 - Comcast Data Caps**

**Date:** 10/14/2016 2:35:52 PM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** Comcast

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## **Description**

Dear:

Tom Wheeler, Chairman (Tom.Wheeler@fcc.gov)

Mignon Clyburn, Commissioner (Mignon.Clyburn@fcc.gov)

Jessica Rosenworcel, Commissioner (Jessica.Rosenworcel@fcc.gov)

Ajit Pai, Commissioner (Ajit.Pai@fcc.gov)

Michael O'Rielly, Commissioner (Mike.O'Rielly@fcc.gov)

Subject: Data Caps

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b) (6)

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**Ticket: # 1266151 - Comcast's New Data Caps****Date:** 10/14/2016 2:37:20 PM**City/State/Zip:** Olean, New York 14760**Company Complaining About:** Comcast

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**Description**

Comcast is implementing a new 1TB data cap on its home internet service. Limiting data is limiting people's access to specific services and information. Comcast's article states that "You can do a lot with 1TB of data" but people have been saying for years that "You'll never need more than X specs on a PC" for years. By allowing this thinly-veiled money grab to stand, you'll be setting a limit on how PCs can expand and the services that can be provided. This will most certainly lead to further monopolization of Internet services and a much worse Internet for all of us. Tim Berners-Lee did not monetize or limit the Internet when he invented it. Don't be the organization that allows corporate America to ruin one of the few truly free places we, the people, have left. Please, make a stand for us.

Link to information: <http://corporate.comcast.com/comcast-voices/you-can-do-a-lot-with-1-terabyte-of-data>

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[Ticket: # 1266200 - Comcast Data Caps](#)

**Date:** 10/14/2016 2:42:02 PM

**City/State/Zip:** Los Alamos, New Mexico 87544

**Company Complaining About:** Comcast

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## **Description**

Why is Comcast allowed to have unlimited streaming of their content if purchased from them, but apply data caps on outsiders like NetFlix, Amazon, Hulu and Vudu for example. This appears to be a work around around of the FCC rules about Prioritization.

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[Ticket: # 1266164 - Comcast's Internet Data Caps](#)

**Date:** 10/14/2016 2:38:11 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19123

**Company Complaining About:** Comcast

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## **Description**

I would like to complain about Comcast's new data cap on home internet. I believe that due to Comcast's near-monopoly on Internet services in my area as well as their inability to provide a reasonable explanation as to why they are turning this cap on, they are simply looking for illegal ways to increase profit at the expense of the customer.

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[Ticket: # 1266173 - Comcast Data Cap](#)

**Date:** 10/14/2016 2:38:41 PM

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

**Company Complaining About:** Comcast

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## **Description**

We should not have to worry about how much data we use. Video is available online and over cable and having to worry about that adds undue stress to a household. To add a data cap to customers is just another way to overcharge customers when they lose track of how much data they are using.

This billing is confusing and an absolute scam for customers.

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**Ticket: # 1266180 - Comcast Data Caps**

**Date:** 10/14/2016 2:39:31 PM

**City/State/Zip:** Morgantown, West Virginia 26505

**Company Complaining About:** Comcast

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## **Description**

I would like to lodge a complaint about Comcast's upcoming changes to their programs. They are enacting an unfair, national data cap for it's users. This data cap will raise prices for "heavy" internet users, including people that pay for 3rd party streaming services, such as Netflix and Hulu. This change is being implementing despite their being no changes on Comcasts side, such as rising speeds or lower rates. There has been no push for upgrading infrastructure for the company, which could alleviate any perceived "data" issues. Comcast also has a monopoly in some areas, so they are the only option. User's do not have a choice in canceling their services to the company. They have unfair business deals with Time Warner that stifles innovation and competition within the industry, consumers pay for this. Comcast has disgusting business practices, as in today's day and age access to base level internet should be a right, and regulated as a utility.

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**Ticket: # 1266196 - Data Caps**

**Date:** 10/14/2016 2:41:28 PM

**City/State/Zip:** Federal Way, Washington 98003

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b) (6)

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**Ticket: # 1266212 - Comcast Data caps**

**Date:** 10/14/2016 2:43:19 PM

**City/State/Zip:** The Woodlands, Texas 77382

**Company Complaining About:** Comcast

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## **Description**

Due to the high cost of cable tv, my family and I made the choice to cut cable tv and use online services such as Netflix, Hulu, Amazon and so on. Unfortunately, the only company that provides internet service in my neighborhood is Comcast and I am stuck paying almost \$100 a month for just internet service.

I am now advised that Comcast has implemented a data cap in our area, that we regularly exceed. It's funny that they have only implemented these caps in areas where they don't have competition from services such as Google Fiber.

It seems that every time we try to save money, these greedy corporations find a way to charge us more.

We need the FCC to force these companies to remove the arbitrary data caps and to promote competition between ISP's. That is the only way the consumer will ever have a chance. Please do something.

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[Ticket: # 1266217 - Comcast Data Cap](#)

**Date:** 10/14/2016 2:43:48 PM

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

**Company Complaining About:** Comcast

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## **Description**

As a Comcast customer for years, it is entirely unreasonable to enact data caps, regardless of what the limit is. Internet should be considered a basic necessity in today's world. If anything, the costs to increase network capacity must be less than the cost for increased traffic and bandwidth.

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[Ticket: # 1266241 - Comcast data cap](#)

**Date:** 10/14/2016 2:46:07 PM

**City/State/Zip:** Houston, Texas 77055

**Company Complaining About:** Comcast

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## **Description**

Comcast has no valid reason to enforce a data cap other than price gouging. If they're going to charge us for going over the limit, but not reimburse us for not using the data limit, it is a crooked deal.

Internet needs to be considered as a utility, and you need to help us stop corporations take advantage of the consumer.

Please be on the good side of history.

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**Ticket: # 1266220 - Data Caps**

**Date:** 10/14/2016 2:44:11 PM

**City/State/Zip:** Houston, Texas 77077

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement

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**Ticket: # 1266226 - Comcast data restrictions**

**Date:** 10/14/2016 2:45:12 PM

**City/State/Zip:** Fox River Grove, Illinois 60021

**Company Complaining About:** Comcast

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**Description**

Comcast is placing a data cap on my service at 1TB per month beyond which I receive unreasonable additional charges. Because AT&T is the only other provider in my area, and they have begun rolling out data caps as well, a data capped internet connection is my only option as a consumer.

The cost of internet service in my area -- and the United States as a whole -- is already at an extortionate level. Compared to the the rest of the developed world internet speeds and reliability are severely behind, yet we are charged a premium for sub-par service. Placing caps on data usage is only further limiting an already poor service, note that the price of my service has not gone down since data caps have been in place, but has, in fact, increased. I am now paying more than I was before for inferior service.

This is not a service that I have the ability to opt out of. Both the demands of the modern world and my career require that I have constant access to the internet from my home. This service is necessary for my livelihood, and the livelihood and education of millions of other Americans.

It is clear that Comcast and other cable providers are instituting data caps in order to retard the progress of their competition. Data caps have nothing to do with quality of service, but instead are in place to protect profits on cable television while stifling the progress of competing streaming services that rely on ISPs to deliver it's content.

All of this behavior is blatantly anti-consumer.

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**Ticket: # 1266237 - Comcast data caps**

**Date:** 10/14/2016 2:45:57 PM

**City/State/Zip:** Coon Rapids, Minnesota 55448

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are simply a money grab by the company to keep people from switching off of their cable tv and will only impede people in the future. Sure, 1 TB seems like a lot of data now, but remember that only decade or so ago, 1 GB seemed like a lot of data. If 99 % of your users aren't even hitting the data cap then why have them in the first place?

If I had another option, I would vote with my wallet and just find another ISP, however the current state of ISPs in most areas mean that we don't have a choice as to who we go through. It's either have internet with these data caps, or have slow to no internet instead. What kind of choice is that?

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**Ticket: # 1266249 - Data caps of 1TB**

**Date:** 10/14/2016 2:46:53 PM

**City/State/Zip:** Chicago, Illinois 60608

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

Thank you,

(b)

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[Ticket: # 1266270 - Comcast Data Cap](#)

**Date:** 10/14/2016 2:49:46 PM

**City/State/Zip:** Worcester, Massachusetts 01605

**Company Complaining About:** Comcast

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## **Description**

Due to Comcast's stranglehold in certain areas of the United States, they are enforcing anti-consumer data caps. Consumers have no other choice but to pick Comcast or suffer with little to no internet. Comcast is taking another giant step back bringing their consumers with them. America's internet structure is pathetic when compared to other first world countries. In a day and age where it and other computer based experience and knowledge are becoming important skills for kids (and adults), kids will begin to fall even further behind children from other countries.

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[Ticket: # 1266280 - Comcast data caps](#)

**Date:** 10/14/2016 2:51:12 PM

**City/State/Zip:** Hanford, California 93230

**Company Complaining About:** Comcast

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## **Description**

I have an issue with Comcast creating data caps and charging for going over.

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[Ticket: # 1266583 - Data cap](#)

**Date:** 10/14/2016 3:31:58 PM

**City/State/Zip:** Fresno, California 93702

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are wrong. They are just trying to take more of our money.

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**Ticket: # 1266291 - Comcast Data Cap****Date:** 10/14/2016 2:52:22 PM**City/State/Zip:** Perth Amboy, New Jersey 08861**Company Complaining About:** Comcast

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**Description**

Comcast's recent announcement to roll out data caps is troubling on many fronts: lack of choice due to their current local monopoly, not a "value added" service as this is the same service I already pay for...now with the worry of being charged additional fees for going over the imposed data cap, and probably the most important that I now have to quash my childrens educational video resources provided from their school district as all the videos are full hd and above which goes without saying that it consumes a lot of data.

Comcast makes it extremely difficult to determine usage as well as if the data cap actually effects or will be imposed upon the consumer. This is extremely troubling as we are on the cusp of major consumer adoption of 4k televisions and 4k content. This will have an adverse effect that spans further than the internet service provider space. For me, this is a deterrent to spend my money on new televisions, gaming systems, or anything else that will produce or consume 4k content. This means stagnation of multiple industries due to one companies greed.

Currently, my families internet data usage hovers around 500-600GB per month. If we use online video as a baseline, HD consumes 3GB per hour whereas 4k consumes 7GB+ per hour. Making an assumption that lower resolution content will become more scarce as the months progress, this means that making the assumption that a bulk of the data used by most families is through video media consumption and currently reported as a 250GB median. This indicates that Comcast is simply positioning themselves to exponentially charge consumers more for an inevitable increase in media consumption. Keeping in mind this is not a "value added" service, it is a well thought out plan to impose these data caps so that they will be able to yield gross profits in the coming months.

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[Ticket: # 1266333 - Data Caps](#)

**Date:** 10/14/2016 2:59:28 PM

**City/State/Zip:** Fredericksburg, Virginia 22406

**Company Complaining About:** Comcast

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## **Description**

Adding data caps will only move us backwards in a nation that is already greatly behind the rest of the first world in Internet quality and speed.

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**Ticket: # 1266301 - Comcast Data Caps**

**Date:** 10/14/2016 2:53:05 PM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** Comcast

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## **Description**

Comcast is setting a data cap on all customers November 1, essentially ransoming us \$50 to pay for the same (already overpriced) internet we already have, or suffer fines for going over a data cap that was never part of we paid for in the first place. I personally live in an area where Comcast monopolizes the Internet, and have no other options besides paying extra to continue my service, or have no Internet at all. Comcast is using its monopoly in order to extort money from those of us in these areas. Internet is a necessity for modern life, it's not optional for most people anymore, so boycotting them is not an option.

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[Ticket: # 1266302 - Data caps](#)

**Date:** 10/14/2016 2:53:07 PM

**City/State/Zip:** San Jose, California 95116

**Company Complaining About:** Comcast

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### **Description**

Comcast is adding data caps to my utility bill which is not fair to me as a consumer who pays for unlimited access to the internet.

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**Ticket: # 1266303 - Comcast Data Cap**

**Date:** 10/14/2016 2:53:13 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast is instituting a data cap starting 11/1/16 in my area. This is customer-hostile and has no justification or precedent in America. An open and free internet is key to democracy in 2016 and this should not stand. Additionally they illegally set up a home phone line against my express wishes last year and have constantly hit me with charges and billing practices that are abusive. Do something about them, please.

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[Ticket: # 1266306 - Comcast data caps](#)

**Date:** 10/14/2016 2:54:15 PM

**City/State/Zip:** Salt Lake City, Utah 84102

**Company Complaining About:** Comcast

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## **Description**

This is blatantly anti consumer and the only reason this is even possible is because of comcasts monopoly. They need to be broken up. Data caps are a cash grab and an attempt to create a new standard to change for new "features". I've always had unlimited data so if anything it his is a breach of contract. If this is allowed then I s h would be allowed to under BBC pay for not using my full data cap, and for not receiveing the speeds I pay for.

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[Ticket: # 1266321 - Comcast data caps](#)

**Date:** 10/14/2016 2:57:18 PM

**City/State/Zip:** Spanaway, Washington 98387

**Company Complaining About:** Comcast

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## **Description**

Comcast will be starting a 1TB data cap on 1 November. My wife, sons (2) and I all online game, together, plus downloads, streaming media and other internet use we will surely have to pay for the "unlimited data" plan, which is \$50 more. There isn't an 'internet shortage" that would cause the company to do something like this, they are just greedy. I shouldn't have to pay more for what I already have.

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[Ticket: # 1266311 - Upcoming Comcast data caps](#)

**Date:** 10/14/2016 2:55:10 PM

**City/State/Zip:** Santa Fe, New Mexico 87505

**Company Complaining About:** Comcast

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## **Description**

On November 1st, Comcast intends to implement data caps on their service, forcing customers who take advantage of bandwidth intensive services such as offsite backups to pay extra to get the same level of service that they were previously assured. This doesn't affect the majority of Comcast's clients, but it does punish those who wish to make the most of their broadband connection.

If there were reasonable alternatives in the marketplace, this sort of policy setting would be punished by the free market, as those who don't agree with it could move to another service provider. However, this competition does not exist, in part due to lobbying on a local/municipal level and price-setting collusion between Comcast and Verizon as the country's two primary broadband service providers.

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**Ticket: # 1266316 - Comcast Data Caps**

**Date:** 10/14/2016 2:56:24 PM

**City/State/Zip:** State College, Pennsylvania 16801

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps restrict the growth of competing services such as Netflix and hinder the progress of humanity

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**Ticket: # 1266337 - Comcast Data Caps**

**Date:** 10/14/2016 2:59:48 PM

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

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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**Ticket: # 1266347 - Comcast Data Caps**

**Date:** 10/14/2016 3:00:32 PM

**City/State/Zip:** Ponte Vedra, Florida 32081

**Company Complaining About:** Comcast

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## **Description**

Comcast will be implementing a 1TB data cap on my home internet effective November 1st. As an avid internet user, including streaming movies legally through Netflix, Amazon, and HBO, as well as downloading video games from Sony and Steam on a regular basis, I am very worried about this anti-competitive practice. It is clearly intended to target cord-cutters that are cutting into the cable division's bottom line. As a consumer with no choice but to use Comcast (or have no internet at all), I find the lengths they will go to in order to squeeze even more money from my wallet to be deeply disturbing.

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[Ticket: # 1266348 - Comcast Data Cap](#)

**Date:** 10/14/2016 3:00:33 PM

**City/State/Zip:** Yuba City, California 95991

**Company Complaining About:** Comcast

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## **Description**

Effective Nov 1 Comcast is placing a data cap on on users in California. Given the changes in digital media and streaming the data caps are unfair to customers who pay for internet access.

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**Ticket: # 1266355 - Comcast data caps**

**Date:** 10/14/2016 3:01:15 PM

**City/State/Zip:** Hillsboro, Oregon 97123

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1266360 - Do not allow Data Caps](#)

**Date:** 10/14/2016 3:01:36 PM

**City/State/Zip:** Charlottesville, Virginia 22903

**Company Complaining About:** Comcast

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## **Description**

Corporations like Comcast should not be able to place these data caps on their customers. It is a slippery slope if you guys allow this now and is just giving greedy corporations more power to control the Internet, which is arguably one of the most important inventions for our society. We as a people need more accessibility to information, not more barriers inhibiting people from connecting to the rest of the world. Please don't give into these corporations so easily.

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[Ticket: # 1266381 - Comcast Data Caps](#)

**Date:** 10/14/2016 3:04:43 PM

**City/State/Zip:** Miami, Florida 33176

**Company Complaining About:** Comcast

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## **Description**

The Comcast data caps are targeted specifically at Netflix users. This is an unfair practice that stifles the economy and hurts low-income people. In addition, my career involves downloading large files from home to my work computer through the internet. I can no longer perform some of my job duties if I reach the data cap. This is hurting my career.

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[Ticket: # 1266383 - Datacap](#)

**Date:** 10/14/2016 3:04:51 PM

**City/State/Zip:** Steilacoom, Washington 98388

**Company Complaining About:** Comcast

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## **Description**

How is it legal for comcast to put a data cap on something that costs them nothing?

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**Ticket: # 1266392 - Comcast's data caps**

**Date:** 10/14/2016 3:06:41 PM

**City/State/Zip:** Norridge, Illinois 60706

**Company Complaining About:** Comcast

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## **Description**

The act of expending the already existing data caps (And the existence of the data caps to begin with) serves to further inflate the already monopolized and predatory practices of Comcast in certain parts of the country.

This is purely anti-consumer. We are being forced to pay extra for a service we already enjoyed long before.

This is crippling to several key entertainment and business services that have been springing up recently, such as Streaming and HD online television services.

The internet is an essential and important aspect of modern Americana. To see it degraded to far worse than other countries in terms of price and quality is embarrassing, and coupled with the fact that it is due to greed makes this travesty even more appalling.

I urge the FCC to take action against this problem, lest the internet becomes even more overpriced and inaccessible.

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**Ticket: # 1266393 - Comcast Data Caps**

**Date:** 10/14/2016 3:07:15 PM

**City/State/Zip:** Portland, Oregon 97225

**Company Complaining About:** Comcast

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## **Description**

The company has a monopoly on our area it is impossible for people to get another provider sometimes because they are allowed to have this monopoly. We all know they dont own the rights to all the lines they are using, most of them are owned by the city or the government in general, they only have to provide a short run of there "own cable". Now they roll out a data cap on people who are literally forced by to use this service if they want fast than dial up internet. Its sad that they are allowed to run this way stopping the advancement of technology so they can make more money.

They are also only rolling this out to residential customers not business.

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[Ticket: # 1266400 - Comcast data cap](#)

**Date:** 10/14/2016 3:08:25 PM

**City/State/Zip:** Milton, Georgia 30004

**Company Complaining About:** Comcast

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## **Description**

I have seen that Comcast is instilling a new data cap on their plans of 1 tb a month. I see this as a violation of net neutrality and am very displeased.

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**Ticket: # 1266406 - Comcast Data Caps****Date:** 10/14/2016 3:09:12 PM**City/State/Zip:** Spring, Texas 77386**Company Complaining About:** Comcast

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**Description**

To whom it may concern,

I have recently received notice from Comcast that they will be enforcing a 1 Tb data cap on my internet connection starting Nov. 1, 2016. It is my sincere belief that this type of restriction is anti-competitive, designed to stifle competition under the guise of "fairness" and at the consumer's expense.

Comcast claims that data caps ensure that there is enough data to go around to all of their customers, resulting in a landscape that is "fair" for everyone. Data is not a finite resource like water or electricity. The only limit to the amount of data that Comcast can deliver is the maximum throughput of their infrastructure. If their systems are not capable of delivering adequate bandwidth to their users concurrently, I would suggest that they have oversold their capabilities.

The data cap will penalize users who exceed their allotted bandwidth. However, users can opt to pay more to raise their cap for the month or to eliminate the data cap entirely. If the data cap is about "fairness" as Comcast claims, why is it possible for users to exceed the data cap? Suppose that all of the users on my street maximize their usage while I am trying to use my internet. Suppose that they have all paid to remove their data cap, but I have not. Comcast claims that users who use more data should pay more to make it "fair" for everyone, but in this scenario we would all have terrible service until some of the streams are throttled or shut down. Presumably, Comcast would use the extra funds garnered from the cap charges to provide better infrastructure; I'll believe that when I see it.

I believe that this data cap policy has two purposes. The first is to generate additional revenue for Comcast and their contemporaries in the immediate future. Comcast claims that few of their users ever even approach the cap so no one should worry. However many users there are, any funds generated by the caps are pure profit, creating income without costing Comcast anything. Furthermore, 4K Video and accompanying HD Audio formats are rapidly entering mainstream media. Data streams for these types of media will be several times heavier than the current standard, meaning that Comcast's reassurances that few users will ever exceed their cap are shallow and shortsighted. In my household of two, we use almost half of our allotted data ever month. If streaming begins to consume 2 to 3 times that amount with the advent of 4K, we'll exceed our cap every month unless we settle for inferior quality content.

Which brings me to the second purpose of the new data cap. Comcast wants to make streaming content from anyone but them as undesirable as possible. Watching cable TV will not count against the data cap, so Comcast will encourage users exceeding their limits to try their cable offerings instead of streaming. This is blatantly anti-competitive; Comcast and the like are bleeding customers and choking their competition is the easiest way to stem the flow.

I am fortunate to live in a market where options are available to me. If Comcast's cap becomes untenable, I can switch to another provider. Not everyone has this convenience, however. Many consumers have no other options and will be forced to bow to their telecom's every whim or go without internet access.

I urge you to consider the ramifications. Comcast believes that they can assert authority over the internet; a common and absolutely vital tool in today's world. Please consider the consequences of the stranglehold telecoms are attempting to establish on their consumers. Stopping this problem before it becomes a disaster is important; once a precedent of anti-competitive, anti-consumer policies is established, it will be much more difficult to reverse.

Thank you for your time.

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**Ticket: # 1266409 - Data Caps**

**Date:** 10/14/2016 3:09:31 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

- Lack of consumer choice due to local monopoly (Oligopolies).
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)
- Arguments for them hinge on non-comparable tangible goods.
- It is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- It is blatantly anti-consumer.

I appreciate your time and consideration of these issues.

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**Ticket: # 1266417 - Unreasonable Data Caps with Comcast**

**Date:** 10/14/2016 3:10:21 PM

**City/State/Zip:** Palm Springs, Florida 33461

**Company Complaining About:** Comcast

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**Description**

Comcast enacting a 1 TB data cap per month on customers is absolutely horrendous. We are currently paying for unlimited data, and this is a blatant cash grab by a company that charges obscene prices in an effort to make even more money. They don't improve their infrastructure and consistently do everything in their power to be as anti-consumer as possible.

With the growing dependence on internet usage and the availability of 4k streaming, online gaming, etc, these data caps will be quickly met, forcing people to pay more for normal service. Why is America lagging behind the rest of the developed world?

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**Ticket: # 1266426 - Data Caps**

**Date:** 10/14/2016 3:12:03 PM

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

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically, I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

- Lack of consumer choice due to local monopoly (Oligopolies).
- Lagging behind the rest of the world in broadband availability and cost to consumers
- The importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (Data caps add no value to and disincentives improvement of the internet infrastructure.)
- Arguments for them hinge on non-comparable tangible goods.
- It is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- It is blatantly anti-consumer.

I appreciate your time and consideration of these issues.

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**Ticket: # 1266428 - Comcast Cable Data Caps begin November 1**

**Date:** 10/14/2016 3:12:09 PM

**City/State/Zip:** Taylor, Pennsylvania 18517

**Company Complaining About:** Comcast

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**Description**

I have Comcast Cable. I don't like Comcast. I hate Comcast, but they have successfully bought all local high-speed ISP competitors or have blocked them from using the existing coax cable infrastructure. They have a local monopoly. So, I'm left with the options of using low-speed internet or Comcast.

Comcast charges me much more than fair, and because they are the only game in town, I have to pay it or lose internet. There's no competition.

Now, they are putting a cap on the amount of data I can use monthly. I use a lot because I have a family, and we are all online. We watch movies online; we play games online; we communicate online.

This data cap is just another way for Comcast to take advantage of their monopoly. This new cap does not add any value, and it's anti-consumer.

Please look into this, and please stop Comcast from taking advantage of their local monopolies.

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

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[Ticket: # 1266487 - Comcast 1TB data cap](#)

**Date:** 10/14/2016 3:19:14 PM

**City/State/Zip:** Eagan, Minnesota 55123

**Company Complaining About:** Comcast

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## **Description**

Effective November 1st Comcast will be applying and enforcing a 1 Tb data cap on our internet. This is unacceptable. In the modern age, almost everything I do for work and entertainment uses the internet and with ever increasing data requirements and having a cap on that access is archaic.

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[Ticket: # 1266460 - Comcast Data Caps](#)

**Date:** 10/14/2016 3:15:26 PM

**City/State/Zip:** Granada Hills, California 91344

**Company Complaining About:** Comcast

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## **Description**

I feel Comcast's implementation of one-terabyte data caps in certain markets is completely ridiculous considering we are living in an ever increasingly internet dependent society. Additionally, data caps have no purpose, other than to give Comcast more opportunities to fine customers for going over these caps. I urge the FCC to ban these ridiculous bandwidth caps for good.

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**Ticket: # 1266465 - Data Caps**

**Date:** 10/14/2016 3:15:47 PM

**City/State/Zip:** Hartland, Vermont 05048

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future our country and its people. Specifically, I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

-Lack of consumer choice due to local monopoly (Oligopolies).

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

-Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

-Arguments for them hinge on non-comparable tangible goods.

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

-It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b) (6)

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[Ticket: # 1266469 - Comcast Data Cap](#)

**Date:** 10/14/2016 3:16:13 PM

**City/State/Zip:** Richmond, Virginia 23223

**Company Complaining About:** Comcast

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### **Description**

Comcast should not be allowed to enact a 1TB data cap in select areas. Internet should be considered a public utility.

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[Ticket: # 1266484 - Comcast Data Caps](#)

**Date:** 10/14/2016 3:18:47 PM

**City/State/Zip:** Hanahan, South Carolina 29410

**Company Complaining About:** Comcast

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### **Description**

On 1Nov16 Comcast is implementing a data cap on myself and all other customers. I dont think this fits with current FCC stance on net neutrality. Data use cost comcast little money as it increases on the consumer side adn we already pay for infrastructure maintenance in our plan

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**Ticket: # 1266492 - Comcast data caps**

**Date:** 10/14/2016 3:19:54 PM

**City/State/Zip:** Claymont, Delaware 19703

**Company Complaining About:** Comcast

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## **Description**

I wanted to make an official complaint regarding Comcast's up coming data caps. Though for some, the level of bytes they have allotted until penalties kick in will not be reached, this is a slippery slope. It clearly will not be long until they decrease that limit more and more as they feel they need more capital. I can easily see this ending up becoming a tier system where different people pay different prices for something that doesn't cost Comcast anymore money to service. I hope that the FCC will look into this and stop this illegal and ridiculous action Comcast is perusing.

Thank you for your time,

(b) (6)

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**Ticket: # 1266497 - Data Caps**

**Date:** 10/14/2016 3:21:02 PM

**City/State/Zip:** Lawrence, Massachusetts 01841

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future our country and its people. Specifically, I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentives improvement of the internet infrastructure.).

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

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[Ticket: # 1269955 - Comcast data cap](#)

**Date:** 10/16/2016 7:47:58 AM

**City/State/Zip:** Holland, Michigan 49423

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a data cap of 1TB while im in a 2 year contract with them.

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[Ticket: # 1267272 - Comcast Data Caps](#)

**Date:** 10/14/2016 5:24:20 PM

**City/State/Zip:** Fort Collins, Colorado 80521

**Company Complaining About:** Comcast

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### **Description**

Comcast is enacting a 1 terabyte data cap in my state, which should be illegal and internet reclassified as a utility.

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**Ticket: # 1266501 - Comcast Data Cap**

**Date:** 10/14/2016 3:21:50 PM

**City/State/Zip:** Fort Collins, Colorado 80521

**Company Complaining About:** Comcast

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## **Description**

On Oct. 6th I received an email from Comcast stating that they will be implementing a 1TB cap on data usage and will price usage beyond this tier.

In our area, Comcast is a virtual monopoly for high-speed internet as well as television service. There are other options, but they are substantially slower or offer fewer channels or internet speeds or higher latency.

I believe these data caps are a violation of net neutrality because if you stream video from Comcast, it doesn't count against your 1TB cap but if you stream from Netflix or Hulu or Amazon Prime you do. They treat their own packets differently than they treat packets from other companies and this violates Net Neutrality precepts. This move also leverages their monopoly in internet data delivery to unfairly push their TV cable product - which is a violation of antitrust "tying" restrictions.

Lastly, this will likely lead to more tiers of service in the long-term. Eventually, it will probably be 500 GB and then 250GB and so on. Soon you'll be buying data bundles much like you do with a cell phone. They want to meter you like a utility without being subject to the laws that govern utility companies and using a metering method that they developed and that doesn't match other data measuring methods.

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**Ticket: # 1266504 - Data Caps**

**Date:** 10/14/2016 3:22:12 PM

**City/State/Zip:** Richmond, Virginia 23219

**Company Complaining About:** Comcast

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**Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b) (6)

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**Ticket: # 1266515 - Comcast 1tb data cap**

**Date:** 10/14/2016 3:23:47 PM

**City/State/Zip:** Kent, Washington 98032

**Company Complaining About:** Comcast

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## **Description**

I read a news article this morning where I learned that comcast was now attaching 1tb data caps to their Internet subscribers, effective November 1st. I did not sign up for capped internet, and such data caps are, quite frankly, anti-consumer price gouging.

I am in a household with two other people. Three of us total, all heavy Internet users, be it for entertainment, work, or school.

Because of comcasts monopoly in the area we can't "just get another provider" meanwhile they are free to gouge their customers on price. This is not in the spirit of this countries values (at least the values I was told it stood for when I was a child). These data caps cannot be allowed to stand, they are anti-competition, and anti-consumer, and are part of why American Internet service is falling behind that of the rest of the industrialized world.

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[Ticket: # 1266544 - ATT and Comcast data caps](#)

**Date:** 10/14/2016 3:26:38 PM

**City/State/Zip:** Bloomington, Indiana 47403

**Company Complaining About:** AT&T

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## **Description**

My ISP and other local ISP companies put unnecessary, impractical data caps on their various internet services. This is wrong, and should be illegal. They are only supported by ISP companies, and they back them up with faulty information and logic.

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[Ticket: # 1266526 - Comcast Data Cap](#)

**Date:** 10/14/2016 3:24:55 PM

**City/State/Zip:** Springfield, Missouri 65807

**Company Complaining About:** Comcast

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## **Description**

The new 1TB data cap that Comcast is implementing is a blatant disregard for Americans freedom on the internet. The rapid rise of technology and data intensive apps and websites mean that implementing this data cap will block people from utilizing the internet to the fullest extent they should be able to.

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[Ticket: # 1266570 - Comcast data caps](#)

**Date:** 10/14/2016 3:29:39 PM

**City/State/Zip:** Seattle, Washington 98112

**Company Complaining About:** Comcast

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## **Description**

In less than one month, Comcast will be rolling out data caps to my area as well as many others. This is a hugely anti-consumer move and the only reason they are getting away with it is because they have a monopoly in my area, meaning there is no other reasonable choice for me to switch to. There is no reason for data caps to exist, as internet data is not at all limited. There is no cost difference between providing 10 gb of data and 10,000 gb of data. This move is Comcast taking advantage of customers all over the united states because they have set themselves up to do whatever they want without consequences.

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[Ticket: # 1266563 - Comcast is satan](#)

**Date:** 10/14/2016 3:28:52 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to impose 1TB data caps on its customers meanwhile blocking attempts from other ISPs to establish new services. This is immoral and illegal. Comcast has a monopoly and needs to be disbanded

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**Ticket: # 1266552 - Comcast data caps.**

**Date:** 10/14/2016 3:27:40 PM

**City/State/Zip:** Clallam Bay, Washington 98326

**Company Complaining About:** Comcast

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## **Description**

Concatenation implementing data caps on their consumers is nigh criminal. They have no excuse for these practices other than to try and limit people's use of streaming services such as Netflix (comcasts direct competitor) and to squeeze more dollars out of their internet service to compensate for their failing cable service. There is no logical reason for this farce of a restriction. How have they operated for over decades until now?

Please do something about the monopoly the telecom companies have over us. Your 2.3 million lawsuit meant nothing to the hundreds of millions they made doing their illegal practices. You need to step in and do something for the people of this country who rely on good internet to run businesses, find jobs, or even connect with family. This is criminal, it's morally bankrupt, and we, the people, need our governments help to stop this travesty.

Thank you,

(b) (6)

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**Ticket: # 1266553 - Comcast data caps.**

**Date:** 10/14/2016 3:27:40 PM

**City/State/Zip:** Chicago, Illinois 60607

**Company Complaining About:** Comcast

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## **Description**

I'm a student and require the internet i pay for. I consistently download large files for schoolwork including lecture recordings. Also in my free time I like to watch movies on Netflix or just generally browse the Internet. Data caps are hurting a young working American student by punishing him for using his internet. In what way is it fair for them to change the rules just like that? I will not pay extra money for this, they changed it up on me.

Regardless of my situation, the FCC needs to take a stand on things like data caps. Restrictions of the sort are not fair to any, only fair to lining the pockets of millionaires who want to buy another yacht.

Do the right thing. Stand with your people.

Thank you for your time.

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[Ticket: # 1266554 - Comcast data caps](#)

**Date:** 10/14/2016 3:27:44 PM

**City/State/Zip:** Carpentersville, Illinois 60110

**Company Complaining About:** Comcast

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### **Description**

Data caps? Really? No way, Comcast shouldn't have the right to enforce something that ridiculous and charge for it.

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**Ticket: # 1266557 - Data Caps**

**Date:** 10/14/2016 3:27:59 PM

**City/State/Zip:** Portland, Oregon 97219

**Company Complaining About:** Comcast

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## **Description**

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

A user streaming 4k video over the internet will exhaust their 1TB data cap in around 2 days. Considering the cost of the service, this is ridiculous.

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[Ticket: # 1266643 - Comcast Data Caps](#)

**Date:** 10/14/2016 3:39:42 PM

**City/State/Zip:** Brockton, Massachusetts 02301

**Company Complaining About:** Comcast

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## **Description**

Comcast is placing data caps on what is now considered a utility and a basic human need in today's world. There is no reason for data caps other than to make money, the internet is not "running out", this is nothing more than a blatant attempt at controlling a vital human resource.

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[Ticket: # 1266662 - Comcast data caps](#)

**Date:** 10/14/2016 3:42:10 PM

**City/State/Zip:** Houston, Texas 77027

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing new data caps of 1tb on their customers, myself included. This is unfair to consumers because it limits the amount of data we may download, potentially causing us to reduce our use of high data activities, such as video streaming from sources such as Netflix. While most consumers do not reach this cap, it sets a bad precedent moving forward as computer and networking capabilities advance. In the long run this does nothing but line Comcasts pockets.

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**Ticket: # 1266669 - Comcast 1TB Data Cap**

**Date:** 10/14/2016 3:43:00 PM

**City/State/Zip:** Richmond, Virginia 23221

**Company Complaining About:** Comcast

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## **Description**

I am strongly opposed to Comcast's expansion of the 1TB data cap policy, as detailed here: <http://corporate.comcast.com/comcast-voices/a-terabyte-internet-experience>.

My complaint is based not on my current circumstances, as this cap has not been expanded to my market yet, but on those in the not-too-distant-future. Technology is increasingly being pushed to the cloud, bringing with it increased data use. Game and video downloads will only get bigger as 4K resolution gradually becomes the new standard of HD. In the coming years, 1TB of data will be considered normal use, and Comcast customers like myself will be forced into paying overage fees or paying for truly unlimited data, something that has historically been included in the monthly internet charge.

In my neighborhood there is no alternative high-speed internet service, so I am at the mercy of Comcast's whim to introduce whatever artificial data caps and policies they so choose. I am facing an anti-consumer situation, and my only recourse is to express my discontent with the FCC in the hopes that something gets done.

Thank you for your time.

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**Ticket: # 1266681 - comcast data caps**

**Date:** 10/14/2016 3:44:35 PM

**City/State/Zip:** Speedway, Indiana 46224

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast customer. I have just found out Comcast is enacting new policies in order to milk the customer of more money. These new data cap policies are disgusting. It costs Comcast virtually nothing to provide internet service if the infrastructure is already in place. My issues with Comcast are listed below:

- Lack of consumer choice due to local monopoly
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet for children to participate in school and for everyday people to participate in the modern economy
- This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- This is blatantly anti-consumer

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[Ticket: # 1266696 - comcast data caps](#)

**Date:** 10/14/2016 3:46:57 PM

**City/State/Zip:** Baytown, Texas 77521

**Company Complaining About:** Comcast

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**Description**

complaining about the incoming comcast data caps coming in november.

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**Ticket: # 1266706 - Comcast California Data Caps**

**Date:** 10/14/2016 3:47:46 PM

**City/State/Zip:** San Francisco, California 94122

**Company Complaining About:** Comcast

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**Description**

Hello,

I'm writing in response to the upcoming data caps proposed by Comcast. I'm an entrepreneur in San Francisco. I purchased Comcast's Xfinity internet service as it had high speeds and unlimited data. I was up-sold on a higher speed package about a year ago, during which I was also told there were no data caps. With this change I feel a victim of a bait and switch. They've given me a faster "data car" but didn't tell me about the "data cliff" they dug a terabyte down the road. If I had viable alternatives in the neighborhood I would switch. I also feel like they're abusing their dual relationship as a internet & cable oligarchy. While they're placing caps on my data they're also upselling me on (audio/video) content via their cable services, which I wouldn't need if I could continue to stream it online as I have in the past.

(b)

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[Ticket: # 1266708 - 1TB Data Caps](#)

**Date:** 10/14/2016 3:47:50 PM

**City/State/Zip:** Mercerville, New Jersey 08619

**Company Complaining About:** Comcast

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## **Description**

Comcast and their subsidiaries intend to place a 1 terabyte data cap on all accounts that will not pay an additional \$50 fee for 'unlimited' data, as it has been in the pst. This is blatantly anti-consumer and in some markets presents a gross misuse of business monopoly strategies. Communities such as those in Greater Philadelphia have no other viable internet plan providers sometimes, and we need to stand against these practices.

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[Ticket: # 1266711 - Data Cap implementation is Disgraceful](#)

**Date:** 10/14/2016 3:48:51 PM

**City/State/Zip:** Dallas, Texas 20850

**Company Complaining About:** Comcast

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### **Description**

The 1tb data cap is a bad thing to have. It is unconstitutional and it violates the 2nd Amendment and the 1st and the 4th.

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[Ticket: # 1266732 - Chico, CA Data Cap by Comcast](#)

**Date:** 10/14/2016 3:52:00 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to impose a data cap in our area, this is not acceptable for obvious reasons - please do something about this as thousands of students like myself are trying to get by and charging for additional data when the rates are already so high is simply ridiculous.

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[Ticket: # 1266737 - comcast data caps](#)

**Date:** 10/14/2016 3:53:00 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast should not have the right to institute data caps because of the numerous tax dollars a lot of ISPs have already garnered from every day tax payers to upgrade their networks, however the ISPs never used that money for the upgrading and instead more or less pocketed the money. Internet doesn't need data caps because there is no such thing as internet congestion with fiber optics. DSL is a highway with 5 lanes and fiber optics are roughly 300 lanes per house. It's just a new way to acquire more money for offering the same product.

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[Ticket: # 1266743 - Comcast data cap](#)

**Date:** 10/14/2016 3:53:32 PM

**City/State/Zip:** Fredericksburg, Virginia 22401

**Company Complaining About:** Comcast

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## **Description**

Comcast will be enacting a 1tb data cap beginning Nov. 1. You can exceed the cap twice within a 12 month period without be charged. However after that overages will cost you \$10 for each additional 50GBs of data. An unlimited data plan will run you an extra \$50 a month.

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**Ticket: # 1267309 - Comcast Data Cap****Date:** 10/14/2016 5:31:22 PM**City/State/Zip:** Portland, Oregon 97202**Company Complaining About:** Comcast

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**Description**

The flagrantly anti-consumer data cap recently announced by Comcast to be enacted on November 1st of this year must be blocked. The sheer breadth of transgressions that such a cap brings with it is beyond comprehension. If one were to write an economics book on monopolies, anti-consumerism, and spineless regulatory bodies, they could simply follow along Comcast's meandering path in the last decade.

There is no tangible reason for this data cap to exist other than to further extract and exploit consumers. These same consumers have no other options available to obtain what is now an essential resource in modern existence. This is monopolistic behavior through-and-through.

I understand Comcast is a business, and in a capitalistic society such as ours, its primary goal is to earn more money. "Earn"... that word implies that Comcast has done something to deserve more compensation. A data cap is no such thing - Comcast has not added value, nor have they incurred additional cost, in this situation. Instead, as a business, they are exploiting every revenue channel they can find... which again, as a business, is its duty. The FCC (and arguably the FTC) have their own duty to protect US consumers - this shameful display of apathy isn't so much frustrating as it is saddening. Aren't you supposed to be the good guys?

Comcast's data cap - which in all actuality is an arbitrary line in the sand used to exploit its customers - will stymie so many things, it's impossible to properly list them. Beyond the direct effects of limiting data, the lack of action on the part of the FCC and FTC will set a precedent of weakness and irrelevancy. If an outright monopoly like this can exist - or even flourish, as Comcast appears to be doing - then I suppose my true complaint is that my tax dollars shouldn't be spent on regulatory bodies that doesn't actually regulate anything.

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**Ticket: # 1266749 - Comcast Datacaps**

**Date:** 10/14/2016 3:54:28 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1266753 - Comcast data caps](#)

**Date:** 10/14/2016 3:55:59 PM

**City/State/Zip:** Strongsville, Ohio 44136

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are anti consumer and innovation killing.

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**Ticket: # 1266759 - Data Caps for Comcast and AT&T**

**Date:** 10/14/2016 3:57:13 PM

**City/State/Zip:** Tustin, California 92780

**Company Complaining About:** Comcast

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## **Description**

Directed to the following people:

Tom Wheeler, Chairman (Tom.Wheeler@fcc.gov)

Mignon Clyburn, Commissioner (Mignon.Clyburn@fcc.gov)

Jessica Rosenworcel, Commissioner (Jessica.Rosenworcel@fcc.gov)

Ajit Pai, Commissioner (Ajit.Pai@fcc.gov)

Michael O'Rielly, Commissioner (Mike.O'Rielly@fcc.gov)

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b) (6)

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[Ticket: # 1266760 - Comcast Data Cap](#)

**Date:** 10/14/2016 3:57:15 PM

**City/State/Zip:** Lake Orion, Michigan 48360

**Company Complaining About:** Comcast

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## **Description**

I'm one of the customers in Michigan who is going to have a data cap in November. Data caps are wrong and violate the concepts of net neutrality and are an attempt to punish businesses for streaming (like Netflix and Amazon Prime) and consumers who don't want a cable TV subscription and stream their television programs online.

A data cap of any kind is a purely punitive measure for "cord-cutters". Conveniently, of course, Comcast's own streaming options do not count for your 1TB monthly allowance.

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[Ticket: # 1266763 - Comcast's 1Tb Data Cap](#)

**Date:** 10/14/2016 3:58:11 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast will be enacting a 1Tb Data Cap in my state on November 1st. This can't be tolerated. This is an obvious ploy for money and greed. This will also limit creativity and productivity by those who use a terabyte or more. This can't be tolerated. If allowed, it will set precedent of what they can do.

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[Ticket: # 1266776 - Comcast data cap](#)

**Date:** 10/14/2016 4:00:12 PM

**City/State/Zip:** Rehoboth Beach, Delaware 19971

**Company Complaining About:** Comcast

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## **Description**

I don't think having a data cap makes sense in the internet market in Delaware or the US. Where I live, I have two choices of internet. There is slow and spotty DSL service, or Comcast. Comcast still provides only a maximum of 30mbps down in my area, which comparatively to the rest of the world is quite slow. This is also not a value added service for me. There is nothing that I gain with Comcast subjectively capping data and charging me more for a service that I am forced to use.

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[Ticket: # 1266782 - Comcast Data Cap](#)

**Date:** 10/14/2016 4:00:58 PM

**City/State/Zip:** Bolingbrook, Illinois 60440

**Company Complaining About:** Comcast

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## **Description**

It is wrong to have a data cap enforced by Comcast when they hold monopolies over many areas in the US. The internet is an absolute necessity in this day and age and access to it should not be limited in any form. This data cap is also blatantly anti-consumer.

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**Ticket: # 1266791 - Comcast data caps**

**Date:** 10/14/2016 4:02:29 PM

**City/State/Zip:** Danvers, Massachusetts 01923

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

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[Ticket: # 1267921 - Comcast data cap](#)

**Date:** 10/14/2016 7:24:09 PM

**City/State/Zip:** Jacksonville, Florida 32256

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a 1Tb data cap on my household starting November 1st.

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**Ticket: # 1266805 - Comcast Data Caps**

**Date:** 10/14/2016 4:05:34 PM

**City/State/Zip:** Ann Arbor, Michigan 48105

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1 Terabyte data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several Internet Service Providers (ISPs) try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is an anti-consumer practice and should not be tolerated. The FCC has the opportunity to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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**Ticket: # 1273824 - No choice given for essential utility; harassment by provider; Data Cap**

**Date:** 10/18/2016 1:17:57 PM

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

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

I am a customer of Comcast, not by choice, but by necessity. Internet connection is essential in all lines of work, including but not limited to software engineering, teaching, administration, customer service, health services, and information services. It is also essential to the education of our youth, the information needed for patients' health concerns, and for communications between parties in order to exchange information. Due to a local monopoly, Comcast has made it impossible for a customer to have any choice in internet service provider. Since I rent, I cannot install satellite.

Within a week of signing up for service, a very sassy Comcast representative called me at night (not during work hours) to sell me upgrades and add-ons. This is unacceptable. I ordered the service I wanted for a reason, and I expect the provider to respect my time and precious evenings with my friends and family. The timing was too close to be any coincidence--it's not unreasonable to suspect that they called me \*because\* I became a customer. This is harassment.

Now, Comcast has decided to implement a data cap, then sell the exact same previous service for \$50 more (see <http://www.theverge.com/2016/10/6/13192832/comcast-xfinity-home-internet-data-caps-one-terabyte>). Putting a cap on the service in order to sell the same previous service for more money is NOT value-added and is blatantly anti-customer.

Thank you for your time and attention.

Best,

**(b) (6)**

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**Ticket: # 1266826 - Xfinity (COMCAST) monopoly and new data cap**

**Date:** 10/14/2016 4:10:42 PM

**City/State/Zip:** Albuquerque, New Mexico 87109

**Company Complaining About:** Comcast

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## **Description**

Where I live, there is ONE option for high speed internet, not counting the the 12 megabit per second DSL my phone company happily charges \$40 a month for. Three houses down, on both sides, can have 25 mbps or greater (which happens to be what the FCC now defines as "high speed" internet), but my house is stuck with Comcast (Xfinity) if I want anything resembling what the FCC calls high speed.

With that in mind, it is very disappointing that Xfinity has just announced nationwide data caps on residential plans. While the cap at 1 terabyte of data might seem like a lot, if (like me) you regularly stream high definition Youtube videos, Amazon and Netflix movies and television (especially newer, ultra high definition "4K" content), regularly download large amounts of data (for example Steam video games), 1 terabyte is not an extraordinary amount of data to consume in any given month. If such caps on consumption are effected nationwide, there is suddenly a strong disincentive to continuing to consume digital goods.

Such business practices might be permissible in a typical industry with substantial competition, where consumers have a variety of choice in providers. However, high speed internet is not such an industry; the monopolies that the few existing providers have enable them to continue increasing their fees, and to introduce expensive (and, from their point of view, lucrative) new limits on the consumption of digital goods. Unless the FCC disallows such behavior. I urge the FCC to do so.

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[Ticket: # 1266832 - data cap?](#)

**Date:** 10/14/2016 4:12:18 PM

**City/State/Zip:** Boston, Massachusetts 02128

**Company Complaining About:** Comcast

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## **Description**

Comcast data cap is immoral business practice. I was promised with Unlimited internet when I sign up for their internet service, but what I received was not even half of the speed that they promised and most importantly they put a 300 data cap on my service which my family often pass over that. Either they stop using the term unlimited or provide what they promised. Shady business practice like this should not be tolerated especially by our guard, FCC.

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**Ticket: # 1266835 - Data caps from Comcast**

**Date:** 10/14/2016 4:12:51 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast plans to place a 1TB data cap starting November 1st. This truly hurts the consumer. Data usage is ever increasing as technology advances and adding caps only helps shareholders at the expense of the consumer. In this day and age the internet needs to be a utility. Please protect it.

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[Ticket: # 1267869 - Comcast 1TB Data Cap](#)

**Date:** 10/14/2016 7:11:16 PM

**City/State/Zip:** Evansville, Indiana 47714

**Company Complaining About:** Comcast

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### **Description**

Comcast is enacting a 1TB data cap to it's users and it's just trying to grab more money, be more greedy, this is unconstitutional.

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**Ticket: # 1266837 - Comcast Data Caps**

**Date:** 10/14/2016 4:12:57 PM

**City/State/Zip:** Hammond, Indiana 46324

**Company Complaining About:** Comcast

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## **Description**

At the beginning of November, Comcast will begin enacting data caps of 1 terabyte per month. For a household with multiple people, this cap can easily be reached before the end of a month.

Downloading a game or two online quickly eats a lot of this data up. Streaming media on HD or Ultra HD (which is becoming more common) would also easily eat it up in a few days. There is no reason for this cap and Comcast should not be allowed to enact it.

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[Ticket: # 1266849 - Comcast data caps](#)

**Date:** 10/14/2016 4:15:53 PM

**City/State/Zip:** Houston, Texas 77019

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing data caps Nov 1 to try and make internet users pay more. There is no reason for data caps other than corporate greed. This practice has no basis. Put a stop to this criminal behavior.

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**Ticket: # 1266857 - Data Caps**

**Date:** 10/14/2016 4:17:08 PM

**City/State/Zip:** San Francisco, California 94107

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b) (6)

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[Ticket: # 1266864 - Comcast enacting 1 Terabyte per month data cap](#)

**Date:** 10/14/2016 4:18:20 PM

**City/State/Zip:** Roseville, California 95747

**Company Complaining About:** Comcast

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## **Description**

Comcast has provided a notification stating there will soon be a data cap applied to my account. The amount will be 1 Terabyte per month. I average a little over this amount per month using my various streaming service (Spotify, HBO Go, Netflix, Amazon Prime, and Hulu). I feel that by enacting this data cap, they are unfairly forcing me to use Comcas products that are not a part of my data. This further removes competition, which is compounded by the fact that Comcast is my only internet provider option. I also feel this stifles innovation as there are now unfair limits on higher quality cloud and streaming services. I hope this complaint is heard, and these data caps are removed

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**Ticket: # 1266868 - Comcast Datacap**

**Date:** 10/14/2016 4:18:32 PM

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

**Company Complaining About:** Comcast

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## **Description**

>Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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**Ticket: # 1266872 - Internet Data Caps**

**Date:** 10/14/2016 4:19:05 PM

**City/State/Zip:** Sperry, Oklahoma 74073

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to start enforcing monthly data caps in select states. Please do not let this happen. The internet is fast becoming an essential service for millions of Americans. As such, it's vitally important that it remains open and accessible to everyone. If data caps start being enforced, it's simply adding more cost to a service that many people already pay for. The USA is already lagging behind the rest of the world in broadband availability and speed. Data caps are blatantly anti-consumer, and due to the severe lack of ISP's in most places, Comcast has a monopoly in many markets across the country. Most people will have to choose between no Internet, limited Internet, or paying more for a service they already pay for if data caps are allowed to be enforced.

Please do the right thing and stand up for the consumer: do not allow data caps!

Thank you,

(b) (6)

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[Ticket: # 1266895 - Comcast 1tb data cap](#)

**Date:** 10/14/2016 4:21:31 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is initiating a 1 terabyte datacap starting November 1st and many many states. This is incredibly not consumer-friendly and is literally just a money grab. These type of data caps should be outlawed and they should not be allowed to happen.

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[Ticket: # 1266883 - Illegal Altering of a Contract](#)

**Date:** 10/14/2016 4:20:17 PM

**City/State/Zip:** Oak Harbor, Washington 98277

**Company Complaining About:** Comcast

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## **Description**

I signed a contract with Comcast, then after I signed the contract they unilaterally and illegally altered the terms to add a data cap.

The data cap is designed to punish cord cutters like myself for not buying their bundled services and is an anti-competitive effort to stifle rival video services.

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[Ticket: # 1266930 - 1TB Data cap on Comcast internet](#)

**Date:** 10/14/2016 4:27:43 PM

**City/State/Zip:** Forest Park, Illinois 60130

**Company Complaining About:** Comcast

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## **Description**

Recently I was informed by Comcast that they are going to implement a 1TB data cap on my broadband internet service. This is troubling, because they have a virtual monopoly in my area, I only have the choice between Comcast cable, or AT&T DSL, which is slower.

This change to my service does not provide with my any additional value. In fact, to the contrary, I may now end up paying more for the same service.

This is a blatantly anti-consumer policy that does nothing to improve the quality of their network. It simply serves to charge their customers more money for the exact same service.

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[Ticket: # 1266934 - Data Caps](#)

**Date:** 10/14/2016 4:28:02 PM

**City/State/Zip:** East Lansing, Michigan 48823

**Company Complaining About:** Comcast

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## **Description**

Do not allow Comcast and other telecom companies enable Data Caps. It has been proven time and again we don't need data caps, and 1TB is such a low amount for a household. No one should be restricted from using the internet, no matter what they are doing.

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[Ticket: # 1266938 - Comcast's new unfair data cap](#)

**Date:** 10/14/2016 4:28:54 PM

**City/State/Zip:** Bellevue, Washington 98008

**Company Complaining About:** Comcast

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## **Description**

Comcast is adding a data cap to the service they previously provided without a data cap. It isn't any sort of value-added service. I just occasionally will need to pay more for the same service.

I live in Bellevue Washington but because of local monopolies I have no choice but to purchase internet from Comcast.

It is unfair for Comcast to charge on a per-consumption basis as if they were a utility without being as heavily regulated as a utility. There have been many news stories about Comcast claiming their rate monitoring couldn't possibly be wrong, but only after sufficient media coverage and months of conflict do they admit they made a mistake.

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[Ticket: # 1266952 - Data Cap](#)

**Date:** 10/14/2016 4:30:50 PM

**City/State/Zip:** Arvada, Colorado 80005

**Company Complaining About:** Comcast

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## **Description**

The idea that in this day and age an ISP that can and does have a monopoly in many areas is now enacting a data cap in order to further milk their customers for money is ridiculous. There needs to be consumer protection against these practices. As someone in the IT and engineering I know the costs and models and every excuse they have for these things is absolutely bogus and phony accounting. We need competition to have fair rates and consumer protection.

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[Ticket: # 1266965 - Comcast data caps impinge upon](#)

**Date:** 10/14/2016 4:33:23 PM

**City/State/Zip:** West New York, Texas 07093

**Company Complaining About:** Comcast

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## **Description**

Data caps on internet are ridiculous. In many instances people have no choice of their internet provider. In this manner, internet is like a utility. You wouldn't cap utility usage as it's deemed an essential component to everyday life, just like internet.

The 1TB Comcast datacap is another step toward restricting individual liberty.

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[Ticket: # 1266974 - Comcast data caps.](#)

**Date:** 10/14/2016 4:34:26 PM

**City/State/Zip:** Chicago, Illinois 60630

**Company Complaining About:** Comcast

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## **Description**

This cannot be allowed to continue. Internet is a utility in my home! Please don't allow data caps to become allowed.

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**Ticket: # 1267012 - Comcast Data Cap**

**Date:** 10/14/2016 4:39:19 PM

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

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1TB data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exist solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is a directly anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1267044 - Comcast Anti-consumer Data Caps](#)

**Date:** 10/14/2016 4:43:30 PM

**City/State/Zip:** Sacramento, California 95814

**Company Complaining About:** Comcast

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## **Description**

I'm outraged Comcast is enacting a data cap. I have no other choices for internet due to a local monopoly. The United States is lagging behind the rest of the world in internet service, speed, and quality. This is the same service I've always paid for, and now there's a data cap. The costs of an ISP are so low, establishing an arbitrary data cap makes no sense and is only being used to establish precedent and further profit. This is blatantly anti-consumer and greedy.

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[Ticket: # 1267031 - Comcast 1 TB data cap](#)

**Date:** 10/14/2016 4:41:21 PM

**City/State/Zip:** Olathe, Kansas 66062

**Company Complaining About:** Comcast

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## **Description**

Comcast's new data caps represent an unreasonable restriction on my internet usage and unfairly favor their cable tv offerings over new and innovative internet companies. They have admitted that there is not technological reason for the caps to exist other than to charge more money for the same service and to adversely affect their competitors. I am lucky to have an alternative ISP to switch to, but I have not always had this luxury. Comcast is abusing it's monopoly to harm it's competitors. They would prefer to block or limit our access to these new technologies rather than improve their infrastructure. Please consider regulating this abusive behavior to protect american ingenuity and preserve the great freedoms that an unrestricted internet offers us.

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**Ticket: # 1267055 - Comcast 1 Terabyte Data Cap****Date:** 10/14/2016 4:45:11 PM**City/State/Zip:** Webster, Texas 77598**Company Complaining About:** Comcast

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**Description**

I live in the Houston, TX area and I am filling a complaint against comcast for the proposed 1 terabyte data cap they will soon be imposing. I live in. An apartment complex and unfortunately they are the only providers available. I have had constant issues with their service, which includes outages and outdated equipment being issued to me. If I had an option to switch providers I would but they have a monopoly in my area. When I signed up for comcast Internet I signed up for a specific plan which never had data caps and now I am expected to pay more if I exceed 1 terabyte which with how streaming 4k movies and TV is becoming more prevalent I would easily hit the cap.

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[Ticket: # 1267068 - data caps should be illegal](#)

**Date:** 10/14/2016 4:47:34 PM

**City/State/Zip:** Hopkins, Minnesota 55343

**Company Complaining About:** Comcast

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## **Description**

Comcast is now implementing data caps in my area. While most people do not use 1tb of data in a month, comcast is planning to cash in on overages in the coming years once people start streaming 4K content in the coming years. They are putting things in motion now to gradually ramp up that effort.

There is no reason to include a data cap. Increased data usage puts no more burden on the provider. it is NOT analogous to electricity or water utilities in that regard. This is simply a cash grab by comcast from it's customers over whom comcast holds a monopoly.

Cable internet access needs to be regulated like a utility.

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[Ticket: # 1267074 - Comcast Data Cap](#)

**Date:** 10/14/2016 4:48:33 PM

**City/State/Zip:** Magna, Utah 84044

**Company Complaining About:** Comcast

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## **Description**

Wired internet functions as a utility, like water or sewer connections. Those utilities do not have service caps. Internet must not have a service cap, either. This behavior is anti-competitive and a symptom of a broken monopoly. If Comcast wishes to continue as a monopoly (and impose data caps), it must be regulated like any other utility.

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**Ticket: # 1267108 - Comcast 1TB Data Caps in California**

**Date:** 10/14/2016 4:56:40 PM

**City/State/Zip:** Redwood City, California 94065

**Company Complaining About:** Comcast

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**Description**

Starting November 1st, 2016, Comcast will be rolling out new 1TB data caps for its customers (See <https://dataplan.xfinity.com/faq/>). While 1TB may seem like a lot, it really isn't as online video platforms such as Netflix and Hulu start implementing 4k. I see this move as anticompetitive and against Net Neutrality. As a software engineer that depends on the internet for his livelihood, I would like to see action taken to prevent this cap from being implemented.

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[Ticket: # 1267111 - Internet cap being enacted by Comcast](#)

**Date:** 10/14/2016 4:57:18 PM

**City/State/Zip:** Inglewood, California 90304

**Company Complaining About:** Comcast

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### **Description**

It's starting to get out of hand the way internet providers are getting away with over charging and data caps now.

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**Ticket: # 1267118 - Data caps**

**Date:** 10/14/2016 4:59:16 PM

**City/State/Zip:** Vancouver, Washington 98665

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a 1TB data cap on consumer internet. This negatively affects larger households like my own. It also negatively impacts technological growth. As technology like streaming becomes more and more commonplace, and the quality of streaming services continue to increase it puts a larger burden on data usage. If data caps are implemented it discourages the development of higher quality streaming services. It also is a conflict of interest for Comcast, as they directly are hurt by people no longer subscribing to their cable service, and they will benefit from the "cable-cutters" returning to cable because they can no longer stream services like HBO, Netflix or Hulu due to the data cap. This data cap will also not be accompanied by a price reduction even though many customers will lose services and stand to lose data.

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**Ticket: # 1267122 - xfinity/comcast data caps**

**Date:** 10/14/2016 5:00:12 PM

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

**Company Complaining About:** Comcast

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## **Description**

As of November 1st 2016,

Xfinity/Comcast is instituting 1TB data caps per month.

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentives improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

(b) (6)

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**Ticket: # 1267126 - Data Caps**

**Date:** 10/14/2016 5:01:32 PM

**City/State/Zip:** Helmetta, New Jersey 08828

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically, I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues.

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**Ticket: # 1267127 - Comcast's new data caps**

**Date:** 10/14/2016 5:01:39 PM

**City/State/Zip:** Fort Collins, Colorado 80525

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

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**Ticket: # 1267144 - Comcast Data Caps**

**Date:** 10/14/2016 5:03:33 PM

**City/State/Zip:** Davis, California 95616

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am writing because of the recently rolled out data caps from Comcast. As a programmer second and tech-minded citizen first, I worry about the chilling effect this would have on technological advances in our nation. Technology companies like Netflix, Google, and others have undergone a huge boom in the last decade because of the advances in networking technology as well as computing power. With a declining manufacturing industry, technology is the United States' greatest strength and the data caps will have a limiting effect on the amount of content and technology citizens can consume. Data caps shouldn't be necessary in an era about to herald in the new 5G technology, which can transmit at 22 Gigabits per second clocked in by Ericsson. That would be mobile broadband. Comcast's data cap, designed to lengthen the life of their decades-old technology, would be six minutes of 5G mobile data. Even at my current 100Mbps, I am only buying 22 hours of internet a month for \$70. Please look into the data caps in the context of the technological marvels we are on the verge of deploying, and understand how a 1TB data cap is backwards and will hold our industry back. Thank you.

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**Ticket: # 1267152 - Comcast Data Caps**

**Date:** 10/14/2016 5:05:51 PM

**City/State/Zip:** Bloomington, Minnesota 55420

**Company Complaining About:** Comcast

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## **Description**

Comcast is enforcing data caps starting November first. This effectively increases my price of internet. As much as I would love to choose a different provider, there are no other ones with speeds comparable to Comcast. They essentially have a local monopoly and are free to control the pricing and access to something that everybody should be able to utilize. The internet is not a luxury anymore but required for many people to do their job, get the news, stay in contact with family and friends, et cetera.

I strongly urge you to remove this local monopoly and the restrictions that Comcast can put in place at will.

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**Ticket: # 1267175 - Comcast Data Cap**

**Date:** 10/14/2016 5:07:39 PM

**City/State/Zip:** Ann Arbor, Michigan 48103

**Company Complaining About:** Comcast

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## **Description**

Starting November 1st, Comcast is enacting a 1TB data cap on my service.

I don't have much of a choice when it comes to ISPs, due to local monopolization of said services.

There is no value being added for this cap. The overages are expensive. They just want us to pay more for a service we need to use.

We are lagging embarrassingly behind the rest of the world in terms of ISPs due to shameless practices like these.

This is a pro-greed and anti-consumer measure that came out of nowhere.

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**Ticket: # 1267176 - Data caps**

**Date:** 10/14/2016 5:07:47 PM

**City/State/Zip:** Houston, Texas 77018

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent implementation of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate:

- Lack of consumer choice due to local monopoly (Oligopolies).
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)
- Arguments for them hinge on non-comparable tangible goods.
- It is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- It is blatantly anti-consumer.

I appreciate your time and consideration of these issues.

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[Ticket: # 1267183 - Comcast Data Cap](#)

**Date:** 10/14/2016 5:08:06 PM

**City/State/Zip:** Norton, Massachusetts 02766

**Company Complaining About:** Comcast

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## **Description**

The data cap that Comcast will be implementing of November 1st is in direct conflict with Net Neutrality.

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[Ticket: # 1267200 - data caps on internet](#)

**Date:** 10/14/2016 5:10:53 PM

**City/State/Zip:** Frisco, Texas 75033

**Company Complaining About:** Comcast

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## **Description**

they are putting data caps on customers and with no real competition they are squeezing out more money out of their consumers. This is a monopolistic practice and obvious price gouging. As the internet data use expands hitting this caps will impact more and more of the population. Do something now before it is too late.

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**Ticket: # 1267204 - Comcast Data Caps**

**Date:** 10/14/2016 5:11:34 PM

**City/State/Zip:** Thousand Oaks, California 91362

**Company Complaining About:** Comcast

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**Description**

I believe it is asinine that we Americans, in the greatest country in the world, have to deal with data caps limiting what we can and cannot do online. We are so behind in internet metrics compared to other democratic countries that this is just another step backwards.

My complaints are:

Lack of consumer choice due to local monopoly

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

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

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

Additionally there have been reports that Comcast's "data monitors" do not record accurate usage information and am concerned about the lack FCC regulated data consumption measurement standards.

This is blatantly anti-consumer

Thank you.

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[Ticket: # 1267213 - Cocmast Data cap of 1TB](#)

**Date:** 10/14/2016 5:13:37 PM

**City/State/Zip:** Royal Palm Beach, Florida 33411

**Company Complaining About:** Comcast

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## **Description**

This is absolutely RIDICULOUS. WHY DO WE HAVE DATA CAPS IN 2016. There is no limit to the amount of data, limiting data is like limiting the amount of air we breath per month. It's beyond digusting. I live in West Palm Beach and will be filing DAILY complaints beginning November 1st if Comcast goes through with this.

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[Ticket: # 1267217 - Comcast 1TB data cap is absurd](#)

**Date:** 10/14/2016 5:14:37 PM

**City/State/Zip:** Chester, Virginia 23836

**Company Complaining About:** Comcast

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## **Description**

In my area, the only real choice I have for internet/phone is Comcast. They use their money to push competition out of my area. Since they have a virtual monopoly, they are charging higher prices because they are the only choice we have. Creating a data cap limit, no matter how high, is incredibly anti-consumer. They are doing this not out of technological limitations, but because they can and they want more money. Pure corporate greed.

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[Ticket: # 1267221 - Comcast Data Caps Nov 1](#)

**Date:** 10/14/2016 5:15:46 PM

**City/State/Zip:** Fairfax, Virginia 22033

**Company Complaining About:** Comcast

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## **Description**

Comcast looks to be implementing data caps on users starting November 1st, which looks does not seem fair to the consumer. Not only will overages be charged, but unlimited data usage is going to cost even more on an already expensive package. This seems like a direct impediment to open Internet at the expense of the consumer.

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**Ticket: # 1267238 - Comcast's 1TB Data Caps**

**Date:** 10/14/2016 5:18:22 PM

**City/State/Zip:** Red Lion, Pennsylvania 17356

**Company Complaining About:** Comcast

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## **Description**

With the growing popular of UHD 4K streaming with providers like Netflix - Comcast's data caps are going to stifle innovation and growth in technology. If I could I would discontinue my service with Comcast, but there simply isn't any other choice due to Comcast's monopoly of the industry.

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[Ticket: # 1267242 - 1 tb Data cap enacted by Comcast](#)

**Date:** 10/14/2016 5:19:11 PM

**City/State/Zip:** Riverside, California 92517

**Company Complaining About:** Comcast

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## **Description**

Enacting a data cap is unjust. First: some communities have limited options for an internet service provider. Allowing Comcast to enact caps means customers of Comcast can be charged if they pass the data limit without having the option to switch ISP's . Second, internet is an essential need. Homework, phone, ability to pay bills on time would be possible without internet. Lastly, pop-up ads and advertisements consume data. If there is a cap, then the consumer should have the right to say who can use the data. But if this is true, then internet ads would be consuming data that is not theirs. For these reason Comcast should not enact a data cap.

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**Ticket: # 1267264 - Comcast Data Limit**

**Date:** 10/14/2016 5:23:23 PM

**City/State/Zip:** Champaign, Illinois 61820

**Company Complaining About:** Comcast

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**Description**

Comcast is implementing a data limit of how much data my internet connection can use per month. I am a student and usually deal with big data online. This data cap will hinder my education if I cannot complete my assignments.

Furthermore, I live with a roommate. Currently there are a lot of technology taking advantage of full HD and 4K streaming. This services use a lot of data as well.

Comcast is implement Ingrid a cap that is arbitrary and will hurt customers that depend on an unrestricted internet connection.

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**Ticket: # 1267265 - Data Caps**

**Date:** 10/14/2016 5:23:32 PM

**City/State/Zip:** Houston, Texas 77092

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement

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[Ticket: # 1267329 - Comcast data cap](#)

**Date:** 10/14/2016 5:34:07 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is using their status as a near monopoly to enforce data caps. We are already paying exorbitant prices just for the internet connection. There are no alternatives in my area.

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[Ticket: # 1267282 - Comcast Data Cap](#)

**Date:** 10/14/2016 5:27:20 PM

**City/State/Zip:** Puyallup, Washington 98375

**Company Complaining About:** Comcast

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## **Description**

Comcast already charges high speeds, has a near monopoly, and is now instituting data caps. While it may not have a huge impact now, these caps will slowly come down and internet usage will continue to increase despite it costing Comcast nothing to provide more bandwidth. My bill has gone from \$99 two years ago, to \$112 a year ago, to \$138 this month, per month, with no changes to my service. And now they are capping my usage.

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**Ticket: # 1267288 - Comcast's impending data cap policy**

**Date:** 10/14/2016 5:28:46 PM

**City/State/Zip:** Vallejo, California 94591

**Company Complaining About:** Comcast

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**Description**

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

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

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

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

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

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**Ticket: # 1267294 - Comcast data caps**

**Date:** 10/14/2016 5:29:23 PM

**City/State/Zip:** Revere, Massachusetts 02151

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently enacted data caps for their home internet services and I believe that not only is this a major step backward but it also is in direct violation of net neutrality and the open internet since Comcast has decided to exclude their own streaming services from counting towards data usage. Comcast was the only internet provider choice I had, making them a giant monopoly and putting them in a position where they are not accountable to anyone. Please do the right thing and start cracking down on Comcast and other similar internet companies who believe that their monopoly allows them to bring internet progress and innovation to a halt while they bleed customers dry and ignore the laws set forth by the FCC and the US government.

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**Ticket: # 1267295 - Comcast Data Caps**

**Date:** 10/14/2016 5:29:36 PM

**City/State/Zip:** Mokena, Illinois 60448

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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**Ticket: # 1267318 - Data Caps**

**Date:** 10/14/2016 5:32:11 PM

**City/State/Zip:** Fresno, California 93721

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

1. Lack of consumer choice due to local monopoly (Oligopolies).
2. Lagging behind the rest of the world in broadband availability and cost to consumers
3. Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world
4. economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)
5. Arguments for them hinge on non-comparable tangible goods.
6. It is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
7. It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

**(b) (6)**

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**Ticket: # 1267325 - Comcast Internet Bandwidth Cap**

**Date:** 10/14/2016 5:33:04 PM

**City/State/Zip:** Sacramento, California 95831

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is:

- 1) not interested in upgrading existing infrastructure,
- 2) wishes to take advantage of tiered usage through bait-and-switch, and
- 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

**(b) (6)**

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**Ticket: # 1267344 - Complaint**

**Date:** 10/14/2016 5:37:01 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1267347 - Comcast Xfinity Data caps](#)

**Date:** 10/14/2016 5:37:22 PM

**City/State/Zip:** Palo Alto, California 94301

**Company Complaining About:** Comcast

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## **Description**

These new 1TB data caps are ridiculous. I work in tech, and the data caps are far too low for me to get any work done at home. Additionally, I just upgraded to a 4k TV, but now I am afraid of streaming anything to it. Comcast is using their local monopoly to stifle to gauge the consumers and stifle competitors in the streaming industry.

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[Ticket: # 1267387 - Data Caps](#)

**Date:** 10/14/2016 5:42:05 PM

**City/State/Zip:** Burleson, Texas 76028

**Company Complaining About:** Comcast

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### **Description**

I just read about the Comcast data cap. I do not have Comcast, but worry that my only available provider (Charter) may follow suit.

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[Ticket: # 1267355 - Comcast data cap](#)

**Date:** 10/14/2016 5:38:02 PM

**City/State/Zip:** Las Cruces, New Mexico 88011

**Company Complaining About:** Comcast

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## **Description**

There is no reason why data caps exist anymore in this day and age. We only pay in tiers for different speeds but that should be it when it comes to pricing.

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**Ticket: # 1267360 - Comcast 1TB data cap starting Nov. 1**

**Date:** 10/14/2016 5:38:26 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast's decision to add 1 TB data caps is at best a greedy money grab, and at worst a stifling of informational flow on what should be a utility (the internet).

Comcast has repeatedly shown anti-consumer behavior and violated the trust of the public, in cases such as the recent lawsuit where Comcast charged customers for services they did not order as well as the past 20 years where Comcast has received huge amounts of taxpayer money to implement fiber...and then did not.

Comcast repeatedly, time and time again, displays its anti-consumer and greedy practices, this 1TB data cap being simply the next step in their quest to extract as much money from the population as possible.

It's time the FCC stood back up as a champion of the people and fought back against the greed of Comcast.

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**Ticket: # 1267376 - Comcast data caps**

**Date:** 10/14/2016 5:40:15 PM

**City/State/Zip:** Oak Lawn, Illinois 60453

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b) (6)

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[Ticket: # 1267385 - Comcast data caps on residential internet.](#)

**Date:** 10/14/2016 5:41:53 PM

**City/State/Zip:** Trinidad, Colorado 81082

**Company Complaining About:** Comcast

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## **Description**

Comcast is forcing data caps on consumer internet. I have no other choice for cable internet. I already pay a fair amount for my internet access. How does data caps help? Internet is still in its infancy. In 1990, high end hard drives were only 1 gigabyte and people never imagined being able to use all that space. In 2001 the average person's home internet was a dial-up connection using a 56k modem. 15 years later I have a 150mb connection. That is a 2678 times increase over the last 15 years. Imagine if the same increase happens over the next 15 years. We could have a 40gb a second connection or possibly even faster. If a data cap of 1TB is still in place we would have gone over the data limit in less than 30 seconds. If a data cap is allowed to be put in place then who is going to force comcast to up the data cap as file size/ internet speed increases.

Why is a data cap needed except to have Comcast force customers to pay more. Data transfer is not something that needs to be manufactured. It doesn't cost Comcast a dime to have a customer use more than a terabyte a month. It's only for Comcast to collect more money out of the areas that it is monopolizing. Comcast has tried this in the past due to losing customers to streaming services like Netflix. A data cap will force customers to pay more to Comcast to use Netflix or be forced back to using Comcasts cable tv service.

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**Ticket: # 1267392 - Data caps**

**Date:** 10/14/2016 5:42:35 PM

**City/State/Zip:** Spring, Texas 77373

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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**Ticket: # 1267395 - Data caps**

**Date:** 10/14/2016 5:43:04 PM

**City/State/Zip:** Boston, Massachusetts 02135

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b) (6)

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**Ticket: # 1267405 - Data Cap**

**Date:** 10/14/2016 5:44:08 PM

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

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1267415 - Comcast data cap](#)

**Date:** 10/14/2016 5:46:48 PM

**City/State/Zip:** Frankfort, Illinois 60423

**Company Complaining About:** Comcast

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### **Description**

Comcast, as I'm sure you know it enacting a data cap November 1st. I don't believe this is acceptable or right in the eyes of the consumer.

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[Ticket: # 1267465 - Comcast Data caps](#)

**Date:** 10/14/2016 5:54:12 PM

**City/State/Zip:** Fresno, California 93704

**Company Complaining About:** Comcast

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## **Description**

Comcast Data caps are an arbitrary thing that they are just enacting to make more money off of the small amount of power users that are helping this country develop and support some of the greatest software in the world. If computer scientists are unable to have access to unlimited portions of the internet, the amount of data that we can sample is extremely low. All data caps due is hinder the progress of America. Please do not let the terrorists (Comcast) win.

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**Ticket: # 1267455 - Comcast data caps**

**Date:** 10/14/2016 5:53:11 PM

**City/State/Zip:** Ferndale, Washington 98248

**Company Complaining About:** Comcast

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## **Description**

The imminent 1 TB per month data cap, soon to be imposed by Comcast, is nothing more than an unnecessary, backdoor way for Comcast to charge customers anywhere from \$50 to \$200 more per month for the same service currently offered, with no added value.

1 TB per month may be enough bandwidth currently for most people, but very soon that will be untrue; as 4k hdr streaming becomes the norm, people - especially families - will very easily blow past 1 TB in a month, and will be hit with exorbitant overage charges.

As is the case with most of the country, I only have a single "high speed internet" company available to me in my area, so my options are to either take whatever abuse Comcast decides to aim at their customers, or live without internet (which isn't really an option, as the internet has essentially become a necessity in most people's work and life).

The state of the internet in this country, as compared to the rest of the civilized world is an embarrassment - and the gulf is only getting worse - and the blame lies with the telephone companies and their anti-consumer policies, and the FCC's unwillingness to provide any meaningful motivation for change. Meanwhile, all the consumer suffer - forced to pay more and more for service that is increasingly losing ground to the advancement of technology.

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[Ticket: # 1267467 - comcast data caps](#)

**Date:** 10/14/2016 5:54:31 PM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to enact data caps on most of its united states customers. This is purely a plan to squeeze more money out of customers. Data caps stifle innovation and limit the sharing of information. Thank you for your time.

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[Ticket: # 1267473 - Comcast data cap](#)

**Date:** 10/14/2016 5:55:19 PM

**City/State/Zip:** Bridgeville, Pennsylvania 15017

**Company Complaining About:** Comcast

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### **Description**

Comcast is enacting a 1TB data cap limit beginning November 1st. Internet should not be capped and companies should not get away with this.

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**Ticket: # 1267476 - Comcast Data Caps****Date:** 10/14/2016 5:55:39 PM**City/State/Zip:** Sacramento, California 95826**Company Complaining About:** Comcast

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**Description**

As it is now known Comcast is introducing data caps to their service which would be okay if it were a pure capitalist system. It is not a pure capitalist system because many people including me are forced to use Comcast if we would like to use internet. Being in school and a Computer Science major student, the internet is literally essential in order for me to do any sort of work. ( I literally can not do labs without it because I need to log into a remote server). In my apartment complex currently there is two providers being Dish and Comcast. However, Dish is only available in a few spots in the complex and in my apartment I can only have Comcast. So forcing me to have to use them is already a basic monopoly. The service is already very profitable for internet companies and everyone knows it. It is strictly anti-consumer to allow them to limit my usage on a service I'm already paying 100\$ a month for. There is literally no way that they can claim that they are "adding" to our service. How does introducing a limit to our usage add value? It is not like we are getting cheaper bills for the cap. It is literally the same service I have been paying for but now if I happen to use it a little too much I get charged an arm and a leg for a service that is literally the same thing it was last month. The Internet is a key tool in my learning, as well as many other children's learning capabilities. How exactly am I supposed to take an online course? Why should I have to pay for the class then pay for the internet and then pay more because I have to watch the class? It is absolutely disgusting and extremely anti-consumer. It is not even like they provide the best service either. There are many people including me that would ditch them the second we could for google fiber but we can't because of the monopoly reason. Again there is no value added and is a blatant money grab and should be stopped. Thank you.

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[Ticket: # 1267506 - Data caps](#)

**Date:** 10/14/2016 6:00:20 PM

**City/State/Zip:** Battle Creek, Michigan 49037

**Company Complaining About:** Comcast

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## **Description**

Comcast is planning on implementing a 1 TB data cap as of November 1st. Data caps are nothing but a way to attempt to extract more money from customers, and will work to stifle American creativity and innovation in the tech sector.

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**Ticket: # 1267478 - Comcast Data Cap**

**Date:** 10/14/2016 5:56:20 PM

**City/State/Zip:** New Haven, Connecticut 06511

**Company Complaining About:** Comcast

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## **Description**

I am submitting my complaint to put a stop to Comcast's impending data cap that is set to begin on November 1st, 2016. This cap should not be allowed for several reasons:

1. There is a lack of consumer choice options due to local monopoly.
2. This cap is not adding value to current service, but now I'm being forced to pay more for it.
3. This cap is very anti-consumer.
4. Having access to unlimited data is important to everyday life, my education and my ability to participate in the modern economy.

These actions by Comcast are un-American! They are using their monopoly in my area to price gauge their customers. The FCC needs to put their foot down and assist American's with putting a stop to Comcast's anti-consumer behaviors.

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**Ticket: # 1268116 - Comcast Data Caps**

**Date:** 10/14/2016 8:12:06 PM

**City/State/Zip:** Vancouver, Washington 98661

**Company Complaining About:** Comcast

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**Description**

Bellow is a short list of the problems with in acting data caps on internet users, besides the blatant; an excuse just to gain more money and solidify the monopoly owned by Comcast.

Lack of consumer choice due to local monopoly

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

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

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

This is blatantly anti-consumer

Additionally there have been reports that Comcast's "data monitors" do not record accurate usage information and am concerned about the lack FCC regulated data consumption measurement standards.

This choice by Comcast is meant only to game customers and force them to pay more while limiting the market. There is virtually no reason to enact data caps as there is no such things as a "data shortage"

Comcast also alleges that data caps are in some way related to how one would view a bag of cookies. Except if i don't eat all my cookies, i still have some next month. This data cap has no roll over of data unused. No honest manufacturing that hasn't already been in place for years. The Computing data needed to run and operate this company is no where the amount of money they charge customers.

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**Ticket: # 1267516 - Comcast 1Tb Data Cap**

**Date:** 10/14/2016 6:02:42 PM

**City/State/Zip:** Beaverton, Oregon 97005

**Company Complaining About:** Comcast

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## **Description**

I believe that a near monopolistic company like Comcast should not institute a data cap. Seeing how poor our internet is compared to other developed countries, it's infuriating that we pay as much as we do. Internet availability needs to be treated like any other public utility. In this day and age the internet is no longer a luxury, but a necessity. When companies can abuse the needs of their customers for profit, something needs to change. The service is not "value-added" in any way. There is no positive benefit to this for anyone other than Comcast, who are just looking for more profits at the expense of their customers, who likely may not have another option for an ISP. Providers in the past have had many opportunities to improve the communications infrastructure, but have failed to do so. They should not continue to be rewarded for their poor decisions by being allowed to continue this behavior.

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**Ticket: # 1267517 - Comcast Data Caps.**

**Date:** 10/14/2016 6:02:46 PM

**City/State/Zip:** Hanson, Massachusetts 02382

**Company Complaining About:** Comcast

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### **Description**

I am fully chained the recently announced Comcast Data Caps that will begin November First. I will be moving from Massachusetts to Minnesota at the beginning of 2017 and this will directly affect myself and my business in Minnesota. Stop this unjust restriction of what should be a public utility.

Comcast has local monopolies in many markets and abuses that. Please put a stop to this.

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[Ticket: # 1267518 - Xfinity data cap](#)

**Date:** 10/14/2016 6:03:14 PM

**City/State/Zip:** Saint Paul, Minnesota 55106

**Company Complaining About:** Comcast

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## **Description**

I live in a place where like most people there is no competitively equal internet service providers. I have centurylink or xfinity I have no other options. Them to but erroneous data caps on internet service is redicoilous. My phone has unlimited data, yet I am going to have to pay either an extra 50\$ a month for unlimited or be caped at 1tb. TRhis is a monopoly and I want this to be resolved. Either introduce real comparable competition or restrict these companies from extorting their customers.

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[Ticket: # 1267522 - Comcast Data caps hurt consumers](#)

**Date:** 10/14/2016 6:03:55 PM

**City/State/Zip:** Somerville, Massachusetts 02143

**Company Complaining About:** Comcast

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## **Description**

Most consumers don't have the ability to choose between providers, and are therefore stuck with Comcast and their absolutely terrible policies. These data caps add insult to injury (and having Comcast as an internet provider is already a near fatal one).

Instead of being a country leading the charge to provide fast, reliable, and competitive internet we are lagging behind many Eastern European countries, among many, and risk falling further behind due to these ludicrous data caps.

Data caps hurt consumers and add NOTHING to help anyone who has Comcast.

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**Ticket: # 1267545 - Comcast Data Cap**

**Date:** 10/14/2016 6:08:40 PM

**City/State/Zip:** Eagan, Minnesota 55123

**Company Complaining About:** Comcast

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## **Description**

Comcast is adding data caps to their network connections throughout the country. Limiting the amount of data that can be consumed by a household dependent on whether or not they have paid an extra \$50 a month is a step backwards for the internet, not a step forwards. Considering the amount of data consumed does not impact their cost of maintaining their network and directly impacts their competitors like netflix, hulu, and other streaming services.

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[Ticket: # 1267564 - Frivolous anti-consumer charges](#)

**Date:** 10/14/2016 6:11:49 PM

**City/State/Zip:** Minneapolis, Minnesota 55414

**Company Complaining About:** Comcast

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## **Description**

Comcast recently enacted a 1TB data cap, rolling out on November 1st. Comcast is, in many areas, the only choice for many consumers and by setting data caps they are locking consumers into either paying overage fees or living without internet in a world that is increasingly reliant on internet. Also, Comcast refuses to upgrade its infrastructure in many areas, putting the United States as a whole behind many other countries in terms of broadband availability and cost to consumers. In today's world, the internet isn't a toy or a silly timewaster, but an ever so important tool that people use from school to work and well into old age.

The new charges are not adding any value, but rather restricting the same service that consumers pay for. Comcast has not made any efforts towards transparency as to how they will be allocating the new funds from these data caps. They are not required to, but simply instating a new cap with a fee does not bode well for the consumer.

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**Ticket: # 1267571 - Internet Data Caps**

**Date:** 10/14/2016 6:13:15 PM

**City/State/Zip:** Ankeny, Iowa 50021

**Company Complaining About:** Mediacom

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## **Description**

I would like to see strong, loophole-free rules passed against Data Caps. There is no legitimate or technical reason for these data caps. There have even been other internet service providers that admitted these caps are not about network congestion. If/since this is the case, there is no argument that these data caps are based on any fair costs that internet usage causes.

As technology continues to increase, users that have upgraded to "high broadband use" devices (see 4k resolution capabilities) are penalized simply because outdated providers like Mediacom do not have to compete with companies actively trying to change the industry with high speed internet AND no data caps. By allowing data caps (and penalty fees for exceeding these caps), there is no incentive for Mediacom to stop taking advantage of consumers in a highly technology driven and 24/7 internet connected world.

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[Ticket: # 1267590 - Comcast 1tb Data cap](#)

**Date:** 10/14/2016 6:17:58 PM

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

**Company Complaining About:** Comcast

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## **Description**

The purposed data cap to be enacted November 1st is a slight against customers and against any spirit of net neutrality.

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**Ticket: # 1267593 - Comcast Data caps**

**Date:** 10/14/2016 6:18:35 PM

**City/State/Zip:** Independence, Missouri 64057

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting data caps of 1TB per month in several states where they have a local monopoly on service. Additional data past the 1TB is not a "value-added" service, it is them now forcing consumers to pay more for the service they already have.

Their argument is that less than 1% of customers use more than a terabyte of data a month. While this may be true at the moment, online video services have been consuming more and more data as video quality improves. In a very short time consuming more than 1TB of data will be the norm and not the exception. If comcast is allowed to place these data caps now they will do so just in time to punish consumers in the near future.

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**Ticket: # 1268671 - Comcast Data Caps**

**Date:** 10/15/2016 12:08:28 AM

**City/State/Zip:** Colorado Springs, Colorado 80905

**Company Complaining About:** Comcast

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## **Description**

It has recently come to my attention that Comcast will begin to apply a 1TB data cap to my internet plan starting on the 1st of November 2016. I am outraged at the blatant anti-customer policies that Comcast and other big internet providers have been able to get away with.

I have no choice but to subscribe to Comcast. They effectively have a monopoly in my area. The only other option in internet service providers are snail-pace DSL companies. Comcast has absolutely no competition in my area, and this lets them do whatever they want at the expense of the customer.

The USA has some of the slowest internet for some of the highest prices and it's a disgrace. We're lagging behind the rest of the world in speeds and prices because companies like Comcast and Time Warner Cable are allowed to do whatever they want with no consequences. At this point in history, internet should be a right, not a luxury. It should be a utility, not a service. Internet now more than ever is a necessity for things like work and education.

I am outraged because I am already paying out of my ass (excuse my language) for a service that is laughably slow compared to other countries with fiber internet. I am outraged because companies like Comcast do everything they can to prevent competition, especially to companies like Google Fiber. I am outraged because companies like Comcast are restricting the growth of technology and availability of information. And most of all I am outraged because Comcast is now going to be charging me more for the exact same service I have already been paying too much for.

Please, for the good of America, do something about this. If we let Comcast roll out data caps and get away with it, they'll become the standard for all internet service providers. That is a terrible thing to everyone but the CEOs who will be stuffing their wallets with money while not providing any improvement in service. This data cap thing is a money grab from a greedy company that already makes a profit from screwing over us tax paying citizens. This can not stand.

Thank you

- (b) (6)

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**Ticket: # 1267607 - Comcast Data Caps**

**Date:** 10/14/2016 6:20:28 PM

**City/State/Zip:** Cottage Grove, Minnesota 55016

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the Internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

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**Ticket: # 1267620 - data caps - Comcast**

**Date:** 10/14/2016 6:23:38 PM

**City/State/Zip:** Frederick, Maryland 21701

**Company Complaining About:** Comcast

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## **Description**

These data caps are getting ridiculous, why hasnt the FCC made the internet a utility yet.

So calllled "Unlimited data" plans for cellular service even having caps being placed on them. I understand if thats what you signed up for, but even grandfathered accounts are being forced to pay for extra data.

I pay for a service, where i can only choose comcast internet as a hardline with the speeds i need. Essentially, Comcast has a monopoly in the area for the service i have, and many others have as well.

Thank you.

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**Ticket: # 1267677 - Comcast data cap**

**Date:** 10/14/2016 6:32:36 PM

**City/State/Zip:** Greenwood Village, Colorado 80111

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

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[Ticket: # 1267678 - Data caps](#)

**Date:** 10/14/2016 6:32:52 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun implementing data caps for service. Violation if these caps incurs a cost well beyond reasonable. The Internet is not like gasoline, it is close to a fixed cost for the provider, like a land line telephone. All comcast is trying to do is to regulate the Internet to stop the decline of their cable TV business

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**Ticket: # 1272472 - Data Caps and Cable One Monopoly in South Mississippi**

**Date:** 10/17/2016 6:07:15 PM

**City/State/Zip:** Biloxi, Mississippi 39531

**Company Complaining About:** Cable One

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## **Description**

Cable One is out of control here in Biloxi and I really hope you guys can look into them. From their extreme pricing to the way they handle their internet services, TV, Etc.

If you can, look here at the reviews for this company:

[https://www.consumeraffairs.com/cable\\_tv/cable\\_one.html](https://www.consumeraffairs.com/cable_tv/cable_one.html)

They are causing so many headaches for people who live here and no one can do anything about it. The only other service down here is AT&T and all they offer is 12Mbps which is abysmal compared to other internet service in the world. Essentially, anyone who uses internet here for anything other than loading pictures has to use Cable One.

I am just going to touch on their Internet issues, let alone their TV issues. The internet here is 100Mbps, which sounds amazing, but you can't fully utilize since they put a data cap of 300GB on it! With games and videos now entering the realm of 4K resolution, we no longer have any excuses to have such low data caps, or data caps at all for that matter! For example, I downloaded a new game that came out this year and it was 80Gigs. That is already 26% of my data used with a SINGLE game!

That doesn't even include streaming 4k videos, that is just a single game alone. Games have now passed the 50 gig mark and are beginning to enter 100 gigs. For example, the new Call of Duty coming out is 130 GIGS! Games and other parts of the entertainment industry are growing but this cable company refuses to grow and innovate along side them.

Instead, this company continues to charge its customers absurd prices for services they don't even want!

I know this all sounds small in the grand scheme of things since it is just entertainment, but it is a matter of what we allow these companies get away with and the example we set. I really hope you guys can look into this and enact some change, even if it is just getting them to raise their data cap to 1TB like Comcast did. Just anything, we need help.

When you go to look me up as a customer in their system, I will not be in it. I cannot give you the real information out of fear they will further damage our current services. The last time I wrote a complaint our services became even worse.

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[Ticket: # 1267700 - Comcast data caps](#)

**Date:** 10/14/2016 6:38:05 PM

**City/State/Zip:** Mcguire Afb, New Jersey 08641

**Company Complaining About:** Comcast

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## **Description**

I am a current Comcast customer and they are enacting a nationwide data cap of 1 tb this November. I think that is frankly anti-consumer and just plain greedy.

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[Ticket: # 1267717 - Data Caps](#)

**Date:** 10/14/2016 6:40:42 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast

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## **Description**

I pay for my internet access through Comcast, a government allowed monopoly, and they are imposing a data cap to limit my usage of a product that has no reason to be limited. The government even subsidized billions of dollars worth of physical connection lines to Comcast. And I have to deal with this cap which is clearly aimed against Netflix users.

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**Ticket: # 1267714 - Comcast Data Cap**

**Date:** 10/14/2016 6:40:27 PM

**City/State/Zip:** Mount Pleasant, South Carolina 29466

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1267746 - 1TB data cap](#)

**Date:** 10/14/2016 6:45:37 PM

**City/State/Zip:** Arlington, Virginia 22209

**Company Complaining About:** Comcast

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## **Description**

There is no reason for Comcast to now start enacting a 1TB data cap. Internet throughput is not a limited resource and it is at no extra cost to them since the infrastructure is already set up. I've been upcharged by them multiple times and this is yet another way for them to charge me more than what service I originally requested.

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[Ticket: # 1267748 - Comcast Data Caps](#)

**Date:** 10/14/2016 6:45:46 PM

**City/State/Zip:** Columbus, Ohio 43204

**Company Complaining About:** Comcast

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## **Description**

Comcast Data Caps Are a threat to free internet and should not be a thing. Please work with Comcast to address these issues.

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[Ticket: # 1267754 - Data capping](#)

**Date:** 10/14/2016 6:46:21 PM

**City/State/Zip:** Ponte Vedra Beach, Florida 32082

**Company Complaining About:** Comcast

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## **Description**

Please don't let Comcast data cap our internet. Please don't let the rich get richer.

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**Ticket: # 1267758 - Comcast 1TB Internet Cap**

**Date:** 10/14/2016 6:46:34 PM

**City/State/Zip:** Chicago, Illinois 60614

**Company Complaining About:** Comcast

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### **Description**

I would like to proclaim a formal complaint against Comcast for their data capping of internet usage. People already pay to have access to the internet, and Comcast does not have the right to cap it. They do not own the internet, much like utility companies.

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[Ticket: # 1267773 - Comcast data cap](#)

**Date:** 10/14/2016 6:49:01 PM

**City/State/Zip:** Richmond, Texas 77469

**Company Complaining About:** Comcast

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## **Description**

Comcast is placing undue and unwarranted data caps on customers. They claim 1tb is a lot, but with technology is only giving us higher data density for the same media sources every day. Not to mention, multiple people in a household could be using way more - by way of combined data - very easily, an issue that Comcast is aware of and is taking advantage of.

The data cap outdated and reasonable today, and puts a stranglehold on consumer freedom and producer progress in Communications and media.

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**Ticket: # 1267783 - Data Caps**

**Date:** 10/14/2016 6:49:50 PM

**City/State/Zip:** East Lansing, Michigan 48823

**Company Complaining About:** Comcast

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## **Description**

m am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b) (6)

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[Ticket: # 1267797 - Data Caps](#)

**Date:** 10/14/2016 6:54:37 PM

**City/State/Zip:** Albany, New York 12208

**Company Complaining About:** Comcast

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## **Description**

ISP seem to be making data Caps nationwide and I fear they may come to my neighborhood soon. Data Caps are completely unfair especially when you consider the insane price Americans pay for Internet AND consider that we are one of the worst of the developed nations when ithe comes to Internet speed. Please don't let this happen. Unless you want to loose those content creators, and all the possibilities that come with services available to the rest of the world and ones we are used to.

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**Ticket: # 1267801 - Comcast Data Caps****Date:** 10/14/2016 6:56:07 PM**City/State/Zip:** Bellingham, Washington 98225**Company Complaining About:** Comcast

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**Description**

Comcast is implementing a 1 TB per month data cap in my area. In recent years, I have stopped paying for cable television because it was not offering content of the quality I wished to watch for a competitive price. And, more recently it has refused to offer content in 4K quality, which its online competitors do offer me. As opposed to improving their service, Comcast is choosing to charge me the same price while offering me less service through implementing a data cap, which will limit my ability to watch and download content online through its competitors. This severely devalues technology I have invested in, such as a 4K television. And while competition should in theory solve, capitalism has failed because I have no option for internet besides Comcast because they have a monopoly in my area through anti-competitive practices through which they have killed off local businesses.

Comcast is actively hamstringing new technology, damaging manufacturing brands while taking advantage of the fact that it has gained a near-monopoly on the gateway (aka cable internet) to its only competitors to take steps to restrict access to competition. This has become ridiculous, and Comcast needs to face more than yet another mere slap-on-the-wrist fine so that it ends these practices.

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[Ticket: # 1267803 - Comcast data cap](#)

**Date:** 10/14/2016 6:57:29 PM

**City/State/Zip:** Ardmore, Oklahoma 73401

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting a data cap for its customers starting next month, and this business practice is abhorrent. Chairman Wheeler champions net neutrality, and the next thing on the list should be unlimited internet for all users, especially in this age of interconnectivity and media presence. No more data caps, especially for home internet.

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**Ticket: # 1267828 - Comcast is imposing Data Limits**

**Date:** 10/14/2016 7:02:19 PM

**City/State/Zip:** Manchester, New Hampshire 03101

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1268701 - Comcast Data Cap](#)

**Date:** 10/15/2016 12:26:22 AM

**City/State/Zip:** Troy, Idaho 83871

**Company Complaining About:** Comcast

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## **Description**

It is ridiculous that Comcast is enacting a 1 Tb data cap

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**Ticket: # 1267854 - Comcast Data Caps**

**Date:** 10/14/2016 7:08:10 PM

**City/State/Zip:** New Holland, Pennsylvania 17557

**Company Complaining About:** Comcast

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**Description**

On Nov. 1st Comcast is going to enact monthly data caps on it users. I my area Comcast is already the most expensive service and the only one that provides relatively good service making them basically have a monopoly.

These caps seem unnecessary and are only meant to milk more money out of people for internet service that is already lacking behind much of the rest of the world and other internet services available in other parts of the country (save me Google Fiber).

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[Ticket: # 1267873 - Data caps are unacceptable for landlines](#)

**Date:** 10/14/2016 7:12:40 PM

**City/State/Zip:** Glendale, California 91202

**Company Complaining About:** Comcast

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## **Description**

Comcast's plan to introduce data caps is completely unacceptable and will fundamentally change the open architecture that has allowed the internet to become what it is.

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[Ticket: # 1267914 - Data Cap](#)

**Date:** 10/14/2016 7:21:38 PM

**City/State/Zip:** Bonney Lake, Washington 98391

**Company Complaining About:** Comcast

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## **Description**

Comcast imposing 1 TB data cap on all existing internet services.

Lack of consumer choice due to local monopoly

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

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

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

This is blatantly anti-consumer

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**Ticket: # 1267919 - Data caps**

**Date:** 10/14/2016 7:23:53 PM

**City/State/Zip:** Port Carbon, Pennsylvania 17965

**Company Complaining About:** Comcast

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## **Description**

By enforcing data caps by ISP's, the US we limit the availability of Internet for consumers, who increasingly need to use the Internet for educational and work purposes.

The US also lags behind the rest of the world in terms of access and affordability. It's also been demonstrated time and again that this is not a value added service, the data cost for ISP's reduces every 2 years, and this is an opportunity to increase revenue only.

This is anti-consumer and the ISP's are not given incentives to upgrade their infrastructure.

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**Ticket: # 1267925 - Comcast 1 TB data cap**

**Date:** 10/14/2016 7:25:04 PM

**City/State/Zip:** Hughesville, Maryland 20637

**Company Complaining About:** Comcast

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## **Description**

Good evening,

Thanks for the service you provide our country. I am writing regarding my concern with Comcast's new 1 TB data caps coming out soon. I understand there is a balance between their capacity as one of our country's leading ISPs (~47% market share) and their customers' growing data needs. But in many parts of the country, our inability to choose other companies, due to their market share, forces us to use them. This data limitation will eventually limit access to some services, or type of services, the equivalent of anti-net neutrality. They are effectively preventing or overcharging for access to high data use services like Amazon Prime and Netflix. Just like the choking of data to these services should be illegal and regulated against since multiple ISPs have held those services ransom, blackmailing them for unchoked throughput, so should the effective choking of these services be prevented by regulating data caps. I hope the FCC will consider the effect that this type of service restriction will have on our internet utility and decide to prevent future ill-willed manipulation of our internet service data flow.

Thanks again,

Nick

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[Ticket: # 1267926 - Comcast data cap.](#)

**Date:** 10/14/2016 7:26:43 PM

**City/State/Zip:** Robesonia, Pennsylvania 19551

**Company Complaining About:** Comcast

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## **Description**

Comcast runs a monopoly. It's time to break them up, or put caps on their fees.

Internet service is as essential as any utility. Either competitive markets throughout the United States, or fee caps.

No data capping, throttling, or restrictions.

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[Ticket: # 1267936 - Comcast Data Cap](#)

**Date:** 10/14/2016 7:28:54 PM

**City/State/Zip:** Bayville, New Jersey 08721

**Company Complaining About:** Comcast

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## **Description**

Comcast is putting a 1TB data cap on their Internet services which is unfair to consumers who have no real options other than Comcast for internet. They are abusing the monopoly they have in small areas.

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[Ticket: # 1267955 - Comcast Data caps on internet usage.](#)

**Date:** 10/14/2016 7:34:02 PM

**City/State/Zip:** Milton, Vermont 05468

**Company Complaining About:** Comcast

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## **Description**

Data caps should not be allowed, it's that simple. It's like suppressing the information that is publicly allowed to be viewed, which technically happens now anyway. Please don't let Comcast do this. Open internet is good for the us as a species. Being able to look up any info we need to be able to live our lives. I didn't learn about taxes, or how to file for them, plus health insurance at school. The internet helped me when I was younger. This information is vital for ours and every future generation! Thanks for your time.

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**Ticket: # 1267959 - Comcast Data Cap**

**Date:** 10/14/2016 7:34:48 PM

**City/State/Zip:** Brawley, California 92227

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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**Ticket: # 1267967 - Comcast Data Caps****Date:** 10/14/2016 7:35:47 PM**City/State/Zip:** Holt, Michigan 48842**Company Complaining About:** Comcast

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**Description**

Comcast recently instituted data caps of 1TB in my area and offered to charge me \$50/month more to have unlimited. This is purely a move to stop people who don't purchase cable television and hurts all young people the most. I regularly stream my television from various online services, as I do not want or intend to purchase cable television. This is an anti-open internet move as it prevents me from being able to use internet services to Even back up my computer. I would need 4x the data cap to simply use an online backup service. Even streaming regular video uses between 300-500 GB/month. This anti-consumer behavior will lead to less use of the internet as people struggle to NoT use internet services, which will only increase in the future. This will effectively stop any chance of 4K video streaming or even uploading video. Normal people cannot afford to use the internet when draconian policies are put into place to prevent our open use of the internet. I have no other options besides Comcast, for true broadband (over 25mbps) internet speed and am held hostage to whatever they decide to charge. I don't want to have to stop using the internet for fear of downloading a video game that are now around 50gb each, or uploading too many photos to Facebook, or choose to stop watching television programs I stream. Please help normal Americans like us from companies like Comcast. We need help.

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[Ticket: # 1267977 - Incoming Comcast Data Caps](#)

**Date:** 10/14/2016 7:36:59 PM

**City/State/Zip:** Tallahassee, Florida 32317

**Company Complaining About:** Comcast

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## **Description**

Data caps are unethical and essentially cash grabs. We were never charged extra for watching too many TV shows, only the single cable bill. We were never charged extra for making too many phone calls, just the phone line bill. Why should charging people for using extra data be any different when we already pay to use their service, just like we do/did with phone and tv? Charging people for using data in an increasingly data-reliant world is simply wrong. Comcast thinks they can get away with it and that's an issue.

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[Ticket: # 1267990 - Comcast Data Caps](#)

**Date:** 10/14/2016 7:39:46 PM

**City/State/Zip:** Ann Arbor, Michigan 48104

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently added a 1TB data cap to my home connection. Due to local monopolies, they are the only service provider that provided adequate service for a household of four people at a reasonable speed. This data cap is horribly anti-consumer, and has taken something that I paid for, then forced me to pay more for it.

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[Ticket: # 1268000 - Comcast data cap](#)

**Date:** 10/14/2016 7:40:41 PM

**City/State/Zip:** Gaffney, South Carolina 29341

**Company Complaining About:** Comcast

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### **Description**

Please combat Comcasts data cap policy. This sets a dangerous precedent in an already corrupt industry filled with monopolies built on tax payer infrastructure.

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[Ticket: # 1268014 - Comcast's data caps](#)

**Date:** 10/14/2016 7:43:56 PM

**City/State/Zip:** Cambridge, Massachusetts 02138

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are unreasonable and significantly reduce present and future internet quality for all Americans.

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**Ticket: # 1268022 - Comcast XFINITY data cap**

**Date:** 10/14/2016 7:45:32 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast recently informed me that my internet service will have a monthly data cap of 1TB. This action clearly threatens net neutrality, in turn threatening our quality of life and our right to information. I've lived in several cities during my adult life, and in each location there was a monopoly or near-monopoly among internet providers. It's unusual that my current residence has two different broadband providers that will provide service, though the choice is between the lesser of two evils. The US is pitifully behind the times on this issue, largely—if not exclusively—due to FCC's lack of initiative. We should have a broad choice of internet providers, and FCC should do all it can to encourage competition. Increased consumer selection is good for everyone on many counts, though primarily it will make broadband internet more widely accessible. That basic accessibility is fundamental to our daily lives, though it's incredibly important for children and students, most of whom could not complete their education without the basic information resources humanity depends on the internet for.

As for this data cap in particular, I do not expect my monthly usage to exceed it. However, this action by Comcast heralds further "value-subtracted" policies in the future, and should be addressed immediately. I call this a "value-subtracted" policy because I and my fellow consumers are now being charged additional fees for the exact same service as before. I am not opting in to a higher internet speed, nor am I seeing a reduction in my bill in exchange for this data cap. This new policy is blatantly anti-consumer, and an affront to our citizens in the absence of a truly free market. We rely on FCC to protect us, and it is time for that protection to be brought to force.

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**Ticket: # 1268348 - Comcast's/ISP's Data Cap Limit**

**Date:** 10/14/2016 9:26:29 PM

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

**Company Complaining About:** Comcast

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**Description**

- \* Lack of consumer choice due to local monopoly
- \* This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- \* This is blatantly anti-consumer
- \* There is no added value to anyone by this new policy except to Comcast. It does not prevent the system from being overloaded, and data is NOT a finite resource like water or power which they compare themselves to.
- \* Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past, providers have not only been given the resources, but all the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce more stringent oversight on them and protecting the ideal that a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement

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**Ticket: # 1268034 - Comcast Data Cap 1TB**

**Date:** 10/14/2016 7:47:41 PM

**City/State/Zip:** Olympia, Washington 98513

**Company Complaining About:** Comcast

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## **Description**

This month Comcast began setting a 1TB bandwidth limit. I do not always cross this boundary, but on occasion, I do. For example when I got an xbox one and download a bunch of games for it. I also have a growing family, with 2 children already here and with cloud platforms growing the way they are, I believe more and more content will be streamed over the internet. Some content like 4K content can really eat up your bandwidth allocation quickly.

I currently subscribe with a 150mbps down, 8mbps up connection with Comcast. This new data cap is concerning to me because they increase the amount you pay based on the speed you receive, but if you have a data cap, you can just run into your data cap faster.

At 150mbps, assuming a PERFECT network, it is possible to hit the 1TB data cap placed by Comcast in a mere 16 hours. Why is it that they can charge me monthly for a service that would only be provided for 16 hours? This is completely illogical. Even with a much lower 5mbps network speed, the data cap would still be hit within 20 days, again not even a full month of service.

To top all of this off, there isn't even a hint of competitive service in my area. I literally have no choice but to pay Comcast an extra 50\$ a month for service that they already sold me for less. How can this be?

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[Ticket: # 1268046 - Comcast data caps](#)

**Date:** 10/14/2016 7:49:48 PM

**City/State/Zip:** Fresno, California 93728

**Company Complaining About:** Comcast

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## **Description**

The 1tb data cap is in violation of net neutrality.

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[Ticket: # 1268065 - Data caps](#)

**Date:** 10/14/2016 7:57:00 PM

**City/State/Zip:** North Hollywood, California 91602

**Company Complaining About:** Comcast

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## **Description**

Data caps on Comcast should be illegal

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[Ticket: # 1268076 - Data caps and freedom from monopolies](#)

**Date:** 10/14/2016 7:59:38 PM

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

**Company Complaining About:** Comcast

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## **Description**

I am concern with the data caps that Comcast I looking to impose, and I fear they are going to hinder the possibilities for innovation and promote monopolistic values. Many people don't have a choice for Internet providers and Comcast is taking advantage of a service that they didn't help build, but actually restricted. They need to be stopped and I believe it is unconstitutional.

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[Ticket: # 1268077 - Cox Data Cap](#)

**Date:** 10/14/2016 7:59:41 PM

**City/State/Zip:** Glendale, Arizona 85304

**Company Complaining About:** Cox

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## **Description**

Cox Communications is implementing a data cap of 1TB to their service. I do not want any data caps on my service.

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**Ticket: # 1268091 - Comcast Data Caps**

**Date:** 10/14/2016 8:03:46 PM

**City/State/Zip:** Charlotte, North Carolina 28262

**Company Complaining About:** Comcast

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## **Description**

Comcast in instiuting a 1TB data cap. This is absolutely unacceptable. By statute from the FCC, internet access is a public utility like power or telephone service. Poqwer companies are not allowed to create power usage caps and charge for overages, so why should internet usage be any different? There are no other options in my area for internet other than dial up which is unacceptably slow. No value is added by these data caps, it only restricts the same service I previously received for the same amount of money. Internet it vital in our age for education of ourselves and our children. This data cap is violently anti-consumer and only seeks to make more money for Comcast.

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**Ticket: # 1268079 - Data cap**

**Date:** 10/14/2016 8:00:11 PM

**City/State/Zip:** Olathe, Kansas 66062

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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**Ticket: # 1268082 - Comcast Data Caps**

**Date:** 10/14/2016 8:01:29 PM

**City/State/Zip:** Bolingbrook, Illinois 60490

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting data caps on us starting in November. Unfortunately, we have very minimal choice in providers here due to a local oligopoly condition - Comcast or ATT, and as such we will be forced to accept their new terms. I find this wildly inappropriate given the relatively low costs of providing internet service compared to the now high added costs from the caps. We already had cap-free service before, and now we are simply being upcharged for additional usage because Comcast practically controls the marketplace locally.

This is extremely anti-consumer and certainly also is intended by Comcast to hurt its cable TV competitors like Netflix, Amazon Prime, etc, by imposing added costs to streaming shows/movies. This is an abuse of their position in the supply chain, and at this point they should be treated as a utility rather than a market competitor, as there is no real market with 2 competitors, and as almost all of their costs are in sunk infrastructural investments.

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[Ticket: # 1268084 - Comcast data caps](#)

**Date:** 10/14/2016 8:01:58 PM

**City/State/Zip:** Lewisville, Texas 75067

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps that interfere with an open internet

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**Ticket: # 1268085 - Comcast Data Caps****Date:** 10/14/2016 8:02:15 PM**City/State/Zip:** Bolingbrook, Illinois 60490**Company Complaining About:** Comcast

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**Description**

Comcast is enacting data caps on us starting in November. Unfortunately, we have very minimal choice in providers here due to a local oligopoly condition - Comcast or ATT, and as such we will be forced to accept their new terms. I find this wildly inappropriate given the relatively low costs of providing internet service compared to the now high added costs from the caps. We already had cap-free service before, and now we are simply being upcharged for additional usage because Comcast practically controls the marketplace locally.

This is extremely anti-consumer and certainly also is intended by Comcast to hurt its cable TV competitors like Netflix, Amazon Prime, etc, by imposing added costs to streaming shows/movies. This is an abuse of their position in the supply chain, and at this point they should be treated as a utility rather than a market competitor, as there is no real market with 2 competitors, and as almost all of their costs are in sunk infrastructural investments.

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**Ticket: # 1268096 - DATA CAPS ARE WRONG**

**Date:** 10/14/2016 8:04:41 PM

**City/State/Zip:** Katy, Texas 77493

**Company Complaining About:** Comcast

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## **Description**

Data caps should not be allowed on home internet. Many people do not have a choice in internet provider at home and regulations need to be applied to prevent the extortion of consumers and providers of entertainment. Do not allow comcast or any internet provider to enforce and charge customers based on data caps.

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**Ticket: # 1268097 - Comcast Data Caps**

**Date:** 10/14/2016 8:04:58 PM

**City/State/Zip:** Blacksburg, Virginia 24060

**Company Complaining About:** Comcast

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**Description**

Comcast imposed a data cap on my account, with no notice or explanation of this fundamental limitation. This is unacceptable for many reasons:

- I have no choice in ISP for high-speed internet (meaning >50 Megabits per second) so I cannot avoid this limit
- The price for internet is already much higher than comparable service across the globe
- Data is not a consumable resource - paying for water by the gallon or electricity by the kilowatt-hour makes sense, as there is a direct cost to produce those resources. For data, the same infrastructure must exist no matter what - how can you charge more for the same facilities (minor increases in electricity use should be negligible when considering cost of infrastructure)

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[Ticket: # 1268111 - comcast](#)

**Date:** 10/14/2016 8:10:51 PM

**City/State/Zip:** Fort Myers, Florida 33905

**Company Complaining About:** Comcast

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## **Description**

The data caps are not fair. Comcast allows no room for competition so you are stuck with them.

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[Ticket: # 1268148 - Comcast data cap](#)

**Date:** 10/14/2016 8:18:38 PM

**City/State/Zip:** Grand Rapids, Michigan 49503

**Company Complaining About:** Comcast

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### **Description**

I am upset that Comcast has decided to add a data cap to my service. They pay no extra cost to give me data and they insist are charging an arbitrary amount for nothing.

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**Ticket: # 1268115 - Data caps**

**Date:** 10/14/2016 8:11:30 PM

**City/State/Zip:** Medford, Massachusetts 02155

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1268117 - Comcast data caps](#)

**Date:** 10/14/2016 8:12:26 PM

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

**Company Complaining About:** Comcast

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## **Description**

Unlimited access to data is a requirement for all in the USA. Unnecessary data caps imposed by a corporation for no reason other than increasing profits is damaging to customers. If I had other options for Internet access at home I would be pursuing them immediately. This is a disgrace.

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[Ticket: # 1268389 - Comcast Data Caps](#)

**Date:** 10/14/2016 9:46:44 PM

**City/State/Zip:** Aurora, Colorado 80017

**Company Complaining About:** Comcast

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## **Description**

Data caps are bad. I use over 1TB of data a month and refuse to pay extra for using a infinite resource.

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**Ticket: # 1268145 - Wow**

**Date:** 10/14/2016 8:17:29 PM

**City/State/Zip:** Crownsville, Maryland 21032

**Company Complaining About:** Comcast

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## **Description**

Enforcing data caps on customers when Comcast is already notorious for fraudulently rip off all their customers is ridiculous. This is just another way for them to save a little bit of money and make money of their customers in even more ways. Companies like this are the reason our whole country is in the worst place it has ever been. If anyone actually reads this please make a difference and do something about it. Don't be like our nation that allows literal criminals like Trump and Clinton to be our "best choices" for president. For the love of God please make a difference for the country, you family/friends, and yourself.

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**Ticket: # 1268131 - 1TB Data Cap****Date:** 10/14/2016 8:14:49 PM**City/State/Zip:** Alexandria, Virginia 22304**Company Complaining About:** Comcast

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**Description**

I'm a resident of the Commonwealth of Virginia and a Comcast customer because I have no other goddamn choice of internet provider in my apartment building. I am writing to formally bitch and say how much I hate the 1TB data cap imposed by this stupid company. There will be a lot of swearing but if one of the fucking presidential candidates gets to say pussy on live television, I can say fuck once or twice.

This data cap bullshit will result in a loss of consumer choice due to local monopoly. We are lagging behind the rest of the world in broadband availability and in providing affordable broadband service to consumers.

Access to the internet at home is critical for children to participate in and keep pace with their peers school and also for everyday people to participate in the modern economy. This 1TB data cap bullshit is not a "value-added" service -- it's the same service freaking service I've always paid for and now I'm being forced to pay more for it. This is blatantly anti-consumer and fuck Comcast for passing this shit.

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**Ticket: # 1268137 - Comcast Data Caps**

**Date:** 10/14/2016 8:15:31 PM

**City/State/Zip:** Ypsilanti, Michigan 48197

**Company Complaining About:** Comcast

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### **Description**

I feel that the new data caps imposed by Comcast rolling out November 1st unfairly constrict certain forms of internet use ( streaming for example). I understand that they are allowed to increase the price of their product, but customers that are paying for 100 Mbps internet speed should be able to utilize it.

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**Ticket: # 1268146 - Comcast data cap and unfair treatment to students**

**Date:** 10/14/2016 8:17:47 PM

**City/State/Zip:** East Lansing, Michigan 48823

**Company Complaining About:** Comcast

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## **Description**

Hi, my name is Jacob and I'm a student at Michigan State University. The students here in East Lansing, myself included, live in houses with several roommates. Being in college, we use the Internet a lot, and have little money to spare. The data cap that Comcast is attempting to impose will be exceeded by many of us due to the amount of data needed to succeed in our education, and paying the fines is simply an extreme burden to place on students. There is no competition at my address due to heavy regulations, though another company has been trying to make pushes into the area with reasonably priced high-speed Internet. Myself and the people who I share Internet with, however, have already been harassed by Comcast enough with invalid fees, two hour phone calls attempting to fix my bill, not receiving the Internet speeds that were promised, and forcing us to rent a Television box from them for \$10 a month even though we don't watch television. It has become ridiculous, and the data cap that they're trying to impose on us now is totally unreasonable. I believe that I'm representing all students in East Lansing when I ask you to please help us deal with the company who has been harassing us for too long.

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[Ticket: # 1268157 - there should be NO Internet data Caps](#)

**Date:** 10/14/2016 8:22:27 PM

**City/State/Zip:** Mountain View, California 94043

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to eliminate competition and make up for lost revenue by pushing for data caps. In the future data usage will increase well beyond these data caps.

This is not fair to the consumer since we really don't have any other choice

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**Ticket: # 1268176 - Comcast Data Caps**

**Date:** 10/14/2016 8:28:47 PM

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

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1268197 - Comcast data caps](#)

**Date:** 10/14/2016 8:38:42 PM

**City/State/Zip:** San Francisco, California 94115

**Company Complaining About:** Comcast

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## **Description**

It is outrageous that comcast is enacting data caps when there are no other real options in my area. This is a monopoly and the FCC need to do their job and regulate this!

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**Ticket: # 1268190 - Comcast DataCap**

**Date:** 10/14/2016 8:34:19 PM

**City/State/Zip:** Perth Amboy, New Jersey 08861

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues.

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**Ticket: # 1268192 - Comcast Data Caps**

**Date:** 10/14/2016 8:36:42 PM

**City/State/Zip:** Bristol, Pennsylvania 19007

**Company Complaining About:** Comcast

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## **Description**

I am writing to protest Comcast's plan to implement data caps on its internet users. They charge us ridiculous amounts of money for their internet and services as it is, now they want to restrict our usage as well?

Unacceptable.

This is their attempt to "steal" business away from streaming services like Netflix and force people to go they their On Demand service for fear of overage charges by going elsewhere.

It reeks of shady business practices in their part and it shouldn't be allowed to happen

Thank you for your time...

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**Ticket: # 1268200 - Data Caps Are Harmful**

**Date:** 10/14/2016 8:38:57 PM

**City/State/Zip:** Portland, Oregon 97239

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. Data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated.

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[Ticket: # 1268209 - Data caps are wrong. Comcast is using its monopoly power to squeeze consumers.](#)

**Date:** 10/14/2016 8:40:54 PM

**City/State/Zip:** Centennial, Colorado 80112

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to enact data caps. This is bad for consumers and has no basis in any reason other than profit motive. The excuses their executives have given for needing data caps are weak and only highlight the only real reason is more money.

The FCC needs to come down hard on any data caps.

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[Ticket: # 1268220 - Comcast Data Caps](#)

**Date:** 10/14/2016 8:44:04 PM

**City/State/Zip:** Katy, Texas 77494

**Company Complaining About:** Comcast

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## **Description**

It is ridiculous for a company like Comcast to have data caps. They are trying to screw their customers and it may lead to all ISPs having data caps. As more and more of our lives are online, data caps can end up costing a fortune.

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**Ticket: # 1268227 - Comcast/Data Caps**

**Date:** 10/14/2016 8:45:25 PM

**City/State/Zip:** Crosby, Texas 77532

**Company Complaining About:** Comcast

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## **Description**

Implementation of data caps is a move in the wrong direction, especially when more and more Americans depend on the internet for their daily lives. These caps only serve to illustrate comcast's refusal to upgrade infrastructure to reflect this trend, and they are taking advantage of government awarded local monopoly to take advantage of customers who have no other viable option. These caps are contrary to the idea of net neutrality, and will surely be succeeded by proprietary services which don't count towards the caps, ensuring customer retention and use of their proprietary offerings in the face of overage charges. With the insane amounts of revenue and profits posted each year, there is no logical reason as to why they should be allowed to limit the ability of Americans to learn, be entertained and just generally be connected to each other without excess limitation.

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[Ticket: # 1268230 - Comcast's upcoming data cap](#)

**Date:** 10/14/2016 8:45:43 PM

**City/State/Zip:** Oak Park, Michigan 48237

**Company Complaining About:** Comcast

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## **Description**

I feel that Comcast's plan to roll out a 1TB data cap is unreasonable and ridiculous. Their monopoly in my area gives me no other choice because I often work from home, requiring massive amounts of data usage per month. I feel that my rights are violated because the cost of data is uncountably low, yet after November First, I will be required to pay \$10 for every 50GB over 1 TB of internet usage. The miniscule cost of data leads me to believe that Comcast is charging extra solely for the purpose of raising revenue. I have no ISP to change to, so I am stuck with an unexplained and unwarranted data cap. With all the money they get from lying about unreturned equipment that was in fact returned, as happened to multiple friends in my area, it's surprising that the internet connection to my home suddenly costs more after the first terabyte. My data will be inappropriately priced for no reason.

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[Ticket: # 1268249 - Comcast data cap](#)

**Date:** 10/14/2016 8:50:18 PM

**City/State/Zip:** Mountain View, California 94043

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

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**Ticket: # 1268251 - Internet service provider data caps**

**Date:** 10/14/2016 8:50:25 PM

**City/State/Zip:** Jacksonville, Florida 32224

**Company Complaining About:** Comcast

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## **Description**

Never in my life have I seen a move so obviously geared toward the exploitation of consumers. Normally a data cap might not be a bad thing, obviously with wireless mobile providers it's prevalent but unlike home Internet there are up to a dozen different choices for consumers in any given region of the country. Home Internet on the other hand, as I'm sure is abundantly obvious, is nowhere near as readily available in as many choices as wireless providers. There is no conceivable way charging for data is good for the market. Where I live there are only two ISP's to choose from and many areas of the city are locked in exclusive contracts that only allow me to have only one of those companies. Comcast is walking the line to see what they can get away with, they aren't interested in an open market all they care about is getting more money. They should not be allowed to impose data caps on consumers and measure their usage with tools that aren't available to the consumer. Imagine if a gas station didn't show you how much gas you pumped while filling up your car and charged you outrageous amounts that are physically impossible to achieve. That's what they are doing and they must be stopped please for the love of the Internet.

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**Ticket: # 1268266 - Comcast data cap**

**Date:** 10/14/2016 8:55:13 PM

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

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1tb data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1268296 - Comcast's data caps](#)

**Date:** 10/14/2016 9:03:54 PM

**City/State/Zip:** Frederick, Maryland 21701

**Company Complaining About:** Comcast

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## **Description**

Comcast is unfairly restricting internet usage by placing a terabyte data cap on their package and imposing a fee for overages. This goes against net neutrality and everything the internet should stand for. Comcast is a monopoly.

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**Ticket: # 1268297 - Comcast Terabyte**

**Date:** 10/14/2016 9:03:55 PM

**City/State/Zip:** Darien, Illinois 60561

**Company Complaining About:** Comcast

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## **Description**

This is an attempt other from Comcast to steal more money from the customer. Data caps and Comcast are getting ridiculous. Considering the growing size of files and 4k these caps should not be around.

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[Ticket: # 1268298 - Comcast data caps](#)

**Date:** 10/14/2016 9:04:00 PM

**City/State/Zip:** Beaverton, Oregon 97005

**Company Complaining About:** Comcast

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## **Description**

Comcast is soon to be enacting a 1TB data cap. I'm of the opinion that this will directly cause issues for homes that access any data heavy products online, such as Netflix and youtube, as well as streaming video in general. 1TB goes by incredibly quickly when you have several kids in the house who love their Minecraft videos. I don't feel I'm outside the norm here.

I believe that data caps should only exist if it can be shown that they are a necessity. Comcast hasn't done that. I'm absolutely positive they can't.

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**Ticket: # 1268318 - Comcast Data Cap**

**Date:** 10/14/2016 9:09:31 PM

**City/State/Zip:** Dekalb, Illinois 60115

**Company Complaining About:** Comcast

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### **Description**

Comcast wants to inhibit my use of the internet, which should be classified as a utility, for their own corporate gain. My wife and I are low income Americans who can not afford a data cap penalty as we have a very limited budget and can't sign up for other services due to out apartment restrictions. To allow Comcast to impose data limits is to allow a monopolizing conglomerate to take advantage of the American people and hold them hostage for \$100 a month just to enjoy the internet service that is already slow and unreliable. Please do your duty and stop Comcast from imposing these restrictions.

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**Ticket: # 1268299 - Forced new data caps from Comcast**

**Date:** 10/14/2016 9:04:02 PM

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

**Company Complaining About:** Comcast

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## **Description**

Hello, I am a current subscriber to Comcast Xfinity internet in Washington state, and have recently been notified of the incoming implementation of a 1TB data cap to my internet service before being charged additional fees. This practice was not foreshadowed during the creation of the initial contract, and is an anti-consumer practice. I would prefer to switch to another carrier, however due to essentially a local monopoly, there are no real comparable choices in my area. They are now raising prices (due to the fact that my house regularly uses over 1TB of data) for the same services as before, simply adding a new fabricated cost. Data does not cost their infrastructure per MB, in the way that water costs per gallon to transport. It does not cost them more to maintain, so why are they charging more for usage? Internet is not a luxury, it is a utility that I and many others use for their livelihoods.

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**Ticket: # 1268335 - Data Caps**

**Date:** 10/14/2016 9:23:31 PM

**City/State/Zip:** Houston, Texas 77076

**Company Complaining About:** Comcast

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## **Description**

I'm am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b) (6) current customer of Comcast TX.

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[Ticket: # 1268337 - Comcast data caps](#)

**Date:** 10/14/2016 9:23:54 PM

**City/State/Zip:** New Carlisle, Indiana 46552

**Company Complaining About:** Comcast

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## **Description**

Comcast has enacted data caps in my area. This is clearly in violation of net neutrality and should not be allowed.

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[Ticket: # 1268386 - Comcast data caps](#)

**Date:** 10/14/2016 9:45:14 PM

**City/State/Zip:** Morgantown, West Virginia 26505

**Company Complaining About:** Comcast

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## **Description**

The Comcast data cap of 1 TB on residential Internet use is absolutely awful. The lie they have promulgated to the American people is that it is fair to have data caps. But all Internet travels over fiber optic at some point and there is no band with with light

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[Ticket: # 1268384 - Comcast 1TB Data Cap](#)

**Date:** 10/14/2016 9:44:48 PM

**City/State/Zip:** Antioch, Illinois 60002

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting a data cap and in 2016 that is horseshit! It has no affect on their infrastructure and is unfair to consumers! What's next will they lower the cap further? This isnt a 3rd world country!

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**Ticket: # 1268392 - Comcast Terabyte Data Cap Limit**

**Date:** 10/14/2016 9:49:51 PM

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

**Company Complaining About:** Comcast

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**Description**

Comcast recently emailed me a notice that a terabyte data cap was being introduced to the Houston, Texas market. The email states the cap is being put in place in the spirit of "fairness." That 99% of Comcast customers won't exceed the limit. But I'm wondering if that's really the case, why punish 99% of your customers if only 1% exceed an arbitrary data limit.

The email also states that I can pay an extra \$50 a month for unlimited data. You know, the very same unlimited data plan I had a month ago, but for \$50 more. Or I can buy "buckets" of data, \$10 for 50 gb after the terabyte cap.

I don't have a cap for the amount of cable tv I watch. Internet should be no different. It doesn't help that Comcast and AT&T are pretty much the only options within a metro area of more than 4 million people. A virtual monopoly gives Comcast the power to institute an arbitrary data cap. If there were proper, fair market competition, prices would be driven down, service improved.

But just the opposite is happening.

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[Ticket: # 1268402 - Comcast's get rich scheme](#)

**Date:** 10/14/2016 9:51:21 PM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** Comcast

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## Description

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

Chase Willis

(To add some math, the current speed that Comcast sold me was 150 mbps for a month, however if I use 150 mbps for 16 hours 17 mins 21 secs i will use up 1TB of data, so essentially they sold me something they said I can use for a month that will actually be used up in less than a day. This sort of behavior is only possible because of their monopoly status.)

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[Ticket: # 1268413 - Comcast data caps](#)

**Date:** 10/14/2016 9:53:44 PM

**City/State/Zip:** Bolingbrook, Illinois 60440

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out data caps, this is America, this should be illegal. Reclassify the internet as a utility.

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[Ticket: # 1268420 - Comcast Data Cap](#)

**Date:** 10/14/2016 9:55:27 PM

**City/State/Zip:** Burlington, New Jersey 08016

**Company Complaining About:** Comcast

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## **Description**

I am opposed to Comcast imposing a data cap on internet usage.

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**Ticket: # 1268428 - Data Caps**

**Date:** 10/14/2016 9:59:55 PM

**City/State/Zip:** Rochester, Michigan 48307

**Company Complaining About:** Comcast

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## **Description**

I am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

- Lack of consumer choice due to local monopoly (Oligopolies).
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)
- Arguments for them hinge on non-comparable tangible goods.
- It is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- It is blatantly anti-consumer.

Go fuck yourselves, Cuntcast.

(b) (6)

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[Ticket: # 1268433 - Internet Restriction](#)

**Date:** 10/14/2016 10:03:17 PM

**City/State/Zip:** Fredericksburg, Virginia 22407

**Company Complaining About:** Comcast

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### **Description**

Comcast is limiting its service in many states with a data cap. This is unacceptable. No Internet Service Provider should be able to limit their service like this. This creates problems with Open Internet and Net Neutrality.

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[Ticket: # 1268447 - Comcast Data Caps](#)

**Date:** 10/14/2016 10:08:49 PM

**City/State/Zip:** Allison Park, Pennsylvania 15101

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to be rolling out Data caps which are an arbitrary call designed to make Comcast more money. If Comcast is allowed to set these caps, all ISP's will be able to do the same which will hurt all the consumers.

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**Ticket: # 1268458 - 1TB Data Cap Limit**

**Date:** 10/14/2016 10:12:44 PM

**City/State/Zip:** Grand Rapids, Michigan 49504

**Company Complaining About:** Comcast

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## **Description**

Recently, Comcast has announced that it will begin enforcing 1TB data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exist solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

Additionally, 1TB over 30 days is only a speed 3.3Mb/s for 1 Device. The Federal Definition of Broadband is 25Mb/s. Always on (streaming, gaming, apps phoning home) in a month uses 7.4TB of data a month. This data cap, therefore, does not adhere to federal broadband guidelines.

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[Ticket: # 1268622 - Comcast Data Cap](#)

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

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

**Company Complaining About:** Comcast

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## **Description**

Comcast introducing 1TB data cap for internet user with fee if you go over the cap.

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**Ticket: # 1268480 - Comcast Data Caps**

**Date:** 10/14/2016 10:26:07 PM

**City/State/Zip:** Lansing, Michigan 48910

**Company Complaining About:** Comcast

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## **Description**

I am filing a complaint about Comcast enacting their 1TB data caps. I believe that this goes against net neutrality and only punishes customers who don't even have a choice in their provider. It is criminal that we're just forced to take this when we don't even have the choice to go with another provider. Amazingly enough, in areas where there is actual competition for Comcast, customers get a better service at a better price with no data caps. Not only do we not get a choice, but it actively hurts streaming services like Netflix which offers 4k streaming and uses around 7GB an hour. This sets a horrible precedent and should not be allowed to continue. Who's to say what our online usage will be like in a year or two, so even if someone doesn't use 1TB now, they could easily become restricted in what they do down the road when more services pop up or improve and people begin consuming more and more digital media.

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**Ticket: # 1268485 - Comcast 1Tb data cap.**

**Date:** 10/14/2016 10:29:36 PM

**City/State/Zip:** Eugene, Oregon 97405

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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[Ticket: # 1268493 - Comcast data cap](#)

**Date:** 10/14/2016 10:31:26 PM

**City/State/Zip:** Madison, Wisconsin 53711

**Company Complaining About:** Comcast

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## **Description**

Internet is a necessity in the modern world, a company should not cap the limit on Internet when not capping it doesn't damage them at all. The 1 tb data cap must be removed!

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**Ticket: # 1268515 - Comcast data cap**

**Date:** 10/14/2016 10:44:23 PM

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

**Company Complaining About:** Comcast

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## **Description**

I was notified on October 7th 2016 that my internet provider - Comcast - will be instituting a 1 tb data cap on my home internet beginning November 1st. This is less than the 30 days notice that Comcast has agreed, in writing, to give me before instituting such a limit. This arbitrary limit places me considerably behind my peers in Europe and other parts of the world, and will significantly affect my ability to conduct work and other activities from home. I do not have any other options for home internet in my apartment complex, rendering Comcast an effective monopoly for myself and many people in Seattle. This is not a value-added service, this is a blatant attempt to extort more money from consumers without providing any additional services. It is therefore blatantly profit-driven and anti-consumer.

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**Ticket: # 1268543 - Arbitrary 1TB Data Cap****Date:** 10/14/2016 10:55:00 PM**City/State/Zip:** Grand Rapids, Michigan 49503**Company Complaining About:** Comcast

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**Description**

It is public knowledge that Comcast has trained their techs to reply that "In fairness to other customers" caps are necessary; but this is untrue. This cap limits a service I have been paying for, whether the 300GB cap was suspended or not, they have set a precedent by providing me the ability to download/upload as much as I want/need. Now eventually when I push into the 4k entertainment and go over my cap I will now be charged -more- for the -same- service. Nothing about the service changes when we hit this magical 1TB...the copper/fiber doesn't melt, it doesn't get saturated...I'm not 'taking gigabytes' from my neighbors---this is a money grab pure and simple.

The current 1TB data cap MAY only impact <1% of the customers but that is RIGHT NOW. With the direction data consumption is going (4k, large video game installs, ETC) this cap will need to be regularly raised. I'd also like to make known that there have been reports that Comcast's "data monitors" do not record accurate usage information and am concerned about the lack FCC regulated data consumption measurement standards.

The cap is anti-consumer and serves to stifle innovation in technology. I'm an IT professional so internet access is a UTILITY my family and I depend on to LIVE our lives. Comcast is a monopoly in my area when it comes to Cable internet, the few 'competitors' offer much slower DSL connections.

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[Ticket: # 1268544 - Comcast data cap](#)

**Date:** 10/14/2016 10:55:03 PM

**City/State/Zip:** Cincinnati, Illinois 60042

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting 1tb data caps. They are charging extra for unlimited data. This is unacceptable to me I think they are using their share of the market to use unfair businesses practices considering they are the only high speed option in many areas.

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**Ticket: # 1268553 - Comcast Data Limit Absurdity**

**Date:** 10/14/2016 10:58:22 PM

**City/State/Zip:** San Antonio, Texas 78254

**Company Complaining About:** Comcast

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## **Description**

Comcast's 1TB data cap is taking effect soon, though I'm still in disbelief that the cap is being allowed. I've had the extreme misfortune of being a Comcast customer for many years, and I am sure that this is just the latest ploy to cheat their customers for money. Please think again about allowing this data cap. It would severely limit my ability to do research and study (I'm an engineer).

Thanks for your time,

**(b) (6)**

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**Ticket: # 1268555 - Comcast data caps are anti-competitive**

**Date:** 10/14/2016 11:01:13 PM

**City/State/Zip:** Lowell, Massachusetts 01852

**Company Complaining About:** Comcast

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## **Description**

The news is widely reporting that Comcast is starting to roll out a 1TB data cap nationwide.

These limits are artificially imposed, and it should be obvious that this an anti-competitive measure to hurt competition on television service from HD streaming services. That's not just my take, it's what those in the industry are saying. (See Sonic.net CEO Dane Jasper's remarks on BGR's site, dated June 5th, 2014.)

Where I live, Comcast is the only reasonable broadband Internet offering. Due to the high costs of TV plans, I pay Comcast only for Internet. I rely on sites like Netflix, Hulu, and Youtube for watching TV and Internet. These data caps are an obvious attempt to make streaming more inconvenient, and to force customers to purchase Comcast's television service. With Netflix offering 4k video, consumers like me will quickly hit these limits and be forced to either pay Comcast for TV service or forego HD content.

Additionally, this move represents a decrease in service. Comcast has been able to deliver high-speed Internet without caps for years. To suddenly impose these caps on existing plans decreases the utility customers receive without any price reduction. We are suddenly able to use less of the data plan we've been paying for all along.

It should be plainly obvious that the intent of this move is anti-competitive and anti-consumer, and without technical merit.

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**Ticket: # 1268558 - Comcast**

**Date:** 10/14/2016 11:02:34 PM

**City/State/Zip:** Corvallis, Oregon 97330

**Company Complaining About:** Comcast

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### **Description**

1 TB data cap will ruin my house as I live with 6 other people and we easily go over this amount. I require my internet for work and this cap will cost me business expenses and should be considered unconstitutional. We have also had our prices spike and internet turned off twice in the last year.

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**Ticket: # 1268593 - Cap on Data Usage**

**Date:** 10/14/2016 11:22:51 PM

**City/State/Zip:** Grand Junction, Colorado 81506

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

Comcast just put out a 1TB cap on data usage throughout the United States. This is not what I originally purchased and is a major change to the service I purchased. This is just another form of bait and switch. they sold me one thing and afterwards added something else; a cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

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[Ticket: # 1268607 - 1 TB Data cap](#)

**Date:** 10/14/2016 11:27:26 PM

**City/State/Zip:** Richfield, Minnesota 55423

**Company Complaining About:** Comcast

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## **Description**

There should be absolutely no reason for a data cap on an internet service. I'm using the bandwidth I pay for, which is independent of how much I use data. Regardless of what I'm doing downloading 8 Gb versus 3 Tb is irrelevant. This is a flagrant violation on my ability to be online and nothing more than a cash grab by Comcast.

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**Ticket: # 1268613 - Data Caps**

**Date:** 10/14/2016 11:32:39 PM

**City/State/Zip:** Fort Collins, Colorado 80526

**Company Complaining About:** Comcast

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## **Description**

Comcast has rolled out data caps in Colorado. This is unacceptable. This is just another way for Comcast to nickle and dime people. They are not upgrading service quality, customer service or infrastructure that would make them more competitive. Prices go up and services go down because they have no competition. There is no incentive for them to behave better because they have a monopoly. The internet is not a luxury in this day and age. Stop allowing companies like Comcast to treat it like one. I can't trust their service to be reliable, how can I trust them to accurately log how much data I'm using? Honestly, I cannot. I am for capitalism, but capitalism require competition. Competition can bring about innovation and lower prices. Companies, like Comcast, can do better, but they won't unless they are forced. Step up. Fix this.

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[Ticket: # 1268615 - Data caps](#)

**Date:** 10/14/2016 11:33:39 PM

**City/State/Zip:** Kansas City, Missouri 64131

**Company Complaining About:** Comcast

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## **Description**

I think data caps are a terrible thing to do to customers

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[Ticket: # 1268618 - Comcast's 1TB Data Cap](#)

**Date:** 10/14/2016 11:35:44 PM

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

**Company Complaining About:** Comcast

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## **Description**

There is no decent choice besides comcast in my area, so i'm stuck between very slow service, or comcast's newly data capped service.

Same service and speed as always, just restricted now. Service was not added, this is strictly an anti-consumer practice.

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[Ticket: # 1268758 - Comcasts new data cap](#)

**Date:** 10/15/2016 1:17:38 AM

**City/State/Zip:** Woodland, Washington 99670

**Company Complaining About:** Comcast

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## **Description**

The new data caps Comcast is rolling out are ridiculous. We've gone years win out them, and Comcast is only trying this now because they believe consumers won't fight back, and they can get an extra \$50 out of people.

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[Ticket: # 1268634 - data caps](#)

**Date:** 10/14/2016 11:45:07 PM

**City/State/Zip:** Salt Lake City, Utah 84105

**Company Complaining About:** Comcast

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### **Description**

Comcast will be starting data caps in November with no reason to do so except profit. Of course comcast services don't apply to the cap.....

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**Ticket: # 1268638 - Comcast Xfinity Internet Data Caps**

**Date:** 10/14/2016 11:47:36 PM

**City/State/Zip:** Wilmington, Delaware 19801

**Company Complaining About:** Comcast

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**Description**

Comcast will soon be implementing a 1 terabyte data cap on my internet connection beginning in November. I, as many others, have many problems with the data cap.

1. Comcast has a monopoly on in my neighborhood. That's right. A Monopoly. I can't get high speed internet (50+ Mbps) from anyone else except Comcast. This means they can charge what ever price they want to and I have to succumb to that price because there is no where else to go. No competition. This is a problem.
2. Because there is no other competing business allowed to operate in my neighborhood, and many other neighborhoods across the US, the, availability, speed, and cost of high speed internet is lagging behind the rest of the industrialized world.
3. There is no value being added to my current subscription. A cap will limit my abilities to send and receive data, but I will pay the same rate, or it may even go up. There is no "value-added" to the service..
4. Moving to a data cap is blatantly anti-consumer and takes advantage of the monopoly they own.

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**Ticket: # 1268646 - Comcast 1TB Data Cap**

**Date:** 10/14/2016 11:49:33 PM

**City/State/Zip:** Andover, Massachusetts 01810

**Company Complaining About:** Comcast

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## **Description**

It has come to my attention that Comcast is beginning to roll out a 1TB internet data cap with additional fee's and purchases up work above this limit. This is a service that I have always had available and is now being stripped away only to be offered back on a string of additional fees. This company decision is clearly an anti-consumer money grab. This change only leads the United States backwards in technology, limiting our access to what should be a modern utility.

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[Ticket: # 1268683 - Comcast Data Caps](#)

**Date:** 10/15/2016 12:13:20 AM

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

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain that the data caps that Comcast is proposing to install on its users is unfair and should be made illegal. Internet is an essential resource in a modern world and should be more regulated like a common carrier. Unlike gas or water however, Internet is an infinite resource. We should only have to pay for speed.

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**Ticket: # 1268669 - Comcast Data Limits****Date:** 10/15/2016 12:08:18 AM**City/State/Zip:** Muncie, Indiana 47303**Company Complaining About:** Comcast

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**Description**

I'm afraid Comcast is stepping over a line this time by enacting a data cap in my area. With the creation of 4K content available online, and the ability to stream said content via the internet, putting a limit on how much data a user can consume without extra charges is asinine. This is essentially putting a limit on the evolution of technology, and since there are no competitors, and Comcast is one hell of a monopolized corporation, I'm stuck with it. I, for one, look forward to a day in which multiple companies can compete for my business and not make stupid decisions just to protect their bottom line. If they're so concerned with Netflix beating them, (which is why I believe this cap is being enforced), maybe they can offer a better service at a better price so consumers won't continue to cut the cord and move on. I would like to have something done on the behalf of the consumers to protect us from the gigantic corporations trying to manipulate us day in and day out. Hell, by now, the internet should be considered a utility considering how necessary it is to function nowadays. Maybe when the decrepit old bastards that "run" this country are all gone, we can have the equality necessary to prevent shit like this.

Good day,

(b) (6)

Muncie, IN

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**Ticket: # 1268689 - Internet Data Caps**

**Date:** 10/15/2016 12:15:30 AM

**City/State/Zip:** Springfield, Ohio 45502

**Company Complaining About:** Comcast

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## **Description**

I'm writing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1268694 - DATA CAP**

**Date:** 10/15/2016 12:20:10 AM

**City/State/Zip:** Arizone, Arizona 20850-1234

**Company Complaining About:** Comcast

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**Description**

PLEASE REMOVE DATA CAP IM AMERICA CITIZEN AND ME NO LIKE DATA CACP IF DONT FIX  
I GO OUT WITH GUNS OF MY AND SHOOT PPL

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[Ticket: # 1268699 - Comcast Data cap](#)

**Date:** 10/15/2016 12:25:43 AM

**City/State/Zip:** Tualatin, Oregon 97062

**Company Complaining About:** Comcast

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## **Description**

Comcast's Data cap is anti consumer and will limit innovation in local business, especially due to a fact they basically have a monopoly on internet in the northwest

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**Ticket: # 1268706 - Comcast Xfinity data caps**

**Date:** 10/15/2016 12:31:55 AM

**City/State/Zip:** Chico, California 95973

**Company Complaining About:** Comcast

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## **Description**

The imposed data caps are blatantly anti-consumer and are a very overt ploy to penalize customers who choose to use streaming services that aren't a part of Comcast. This is being done in order to restrict free and open access to the internet, which has already become absurdly expensive when compared to similar services in other developed nations. It is yet another example of an all consuming mega corporation feeling entitled to take advantage of the general public. Sadly the corruption is so powerful and deeply imbedded in our governing bodies that this practice is allowed to continue. It is only through the complaints of millions of people who see this for what it is. This is just like the disgusting leasing of subpar equipment to customers, and the abhorrent CISPA and SOPA legislature that was thrust upon us in recent years. To restrict a free and open Internet is to stifle innovation and the freedom of communication with millions of others around the globe in an exchange of ideas, discussion, criticism, and much more. I know this complaint will likely be skimmed over before being disregarded but it is my sincere hope that with enough justified complaints someone will be forced to take action.

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[Ticket: # 1268708 - Comcast Violating Net Neutrality](#)

**Date:** 10/15/2016 12:35:55 AM

**City/State/Zip:** Aptos, California 95003

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun enacting a 1 TB data cap on customers, but it's own services do not apply to this data cap. Please protect our right to a free internet that is not limited unfairly and without reason.

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[Ticket: # 1268710 - Comcast Data Caps](#)

**Date:** 10/15/2016 12:37:21 AM

**City/State/Zip:** Linden, New Jersey 07036

**Company Complaining About:** Comcast

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## **Description**

Comcast will be enacting completely arbitrary data caps in the near future. They have no clear objective reason for instating there. I have no other choice of Internet except the service that Comcast offers. I don't understand economics but that seems like a monopoly abusing its singular power. Either I get my data charged arbitrary amounts or I have no access to the world wide web. This seems absurd.

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[Ticket: # 1268713 - Comcast data caps](#)

**Date:** 10/15/2016 12:40:16 AM

**City/State/Zip:** West Linn, Oregon 97068

**Company Complaining About:** Comcast

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## **Description**

Comcast is implanting new data caps, this is a serious problem for many people especially in this day and age of relying on the Internet for school, work, and general living. Especially since the Internet unlike water or electricity is virtually limitless, please consider stopping this horrible and exploitative policy

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[Ticket: # 1268727 - Comcast data cap](#)

**Date:** 10/15/2016 12:52:39 AM

**City/State/Zip:** Layton, Utah 84041

**Company Complaining About:** Comcast

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## **Description**

I do not agree with the data cap Comcast is forcing on me and all other Internet users.

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**Ticket: # 1268732 - Comcast 1TB Data Cap**

**Date:** 10/15/2016 12:55:14 AM

**City/State/Zip:** Lansing, Michigan 48910

**Company Complaining About:** Comcast

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## **Description**

Comcast's plan to impose a data cap on users that have other reasonable means to access the Internet is yet another example of the irresponsible business practices the company has become known for. Their exclusion of selected content from counting against data usage also blatantly promotes a non-neutral environment for companies that would attempt to compete to provide similar services at a severe disadvantage.

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[Ticket: # 1268741 - Comcast is enacting a 1TB data cap limit](#)

**Date:** 10/15/2016 1:02:43 AM

**City/State/Zip:** Naperville, Illinois 60540

**Company Complaining About:** Comcast

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## **Description**

There is an incredibly major lack of consumer choice due to local monopoly. Therefore, Comcast and other cable companies have the ability to enact policies that are blatantly anti-consumer and are just outright wrong. Any sort of data cap is wrong, but for home internet... that is beyond unethical. The internet is a human right in today's age and it should not be held ransom by unjustified decisions like this.

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**Ticket: # 1268742 - 1TB data cap?**

**Date:** 10/15/2016 1:04:36 AM

**City/State/Zip:** Grand Rapids, Michigan 49548

**Company Complaining About:** Comcast

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## **Description**

This isn't right. Comcast is imposing a data cap on internet usage. They say 99% of users never hit the cap, so then why bother imposing it in the first place?

There is lack of consumer choice due to local monopoly

We are lagging behind the rest of the world in broadband availability and cost to consumers

Don't forget the importance of the internet for children to participate in school and for everyday people to participate in the modern economy

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

This is blatantly anti-consumer

Furthermore: 1TB over 30 days is only a speed 3.3Mb/s. For 1 Device.

The Federal Definition of Broadband is 25Mb/s. Always on (streaming, gaming, apps phoning home) in a month uses 7.4TB of data a month. I'm no longer getting exactly what I'm paying for, despite being under a contract. How can Comcast unilaterally change the terms of our agreement without the FCC doing anything?

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[Ticket: # 1268748 - Please don't allow data caps](#)

**Date:** 10/15/2016 1:08:54 AM

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

**Company Complaining About:** Comcast

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## **Description**

Data caps on Internet is bad for the citizens of the United States.

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**Ticket: # 1268753 - Comcast data cap**

**Date:** 10/15/2016 1:12:19 AM

**City/State/Zip:** San Rafael, California 94903

**Company Complaining About:** Comcast

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## **Description**

(Read in the voice of Trump) I live in a city where the only high speed internet -I mean, if you can call 20 gig download/ 7 upload high speed, and I'm not calling it that, folks, but if you could - the only high speed internet is available through one and only one company. How is that fair? It's not fair, people. You ask my supporters and I have, I really have. You ask my supporters and they'll tell you it's not fair at all. One company, folks. One company in my entire city offers high speed, and then they go and put a cap on it. Total shambles. It's jut wrong, it's wrong. What this country needs is more internets, not caps on the one internet we have, and this Internet if you look at it you'll see is old. Really old, like it was made so many years ago, but here we are, made to use this one really old internet by Comcast, and then they put a cap on it. Totally wrong folks, if you ask me. This country needs more internets, more companies, faster speeds. You know who's beating us on internets? China, that's who. China has all the internets, and they're not stuck with just Comcast and their data cap with no option for other companies. China is beating us.

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[Ticket: # 1268763 - Comcast data caps](#)

**Date:** 10/15/2016 1:20:18 AM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting data caps of 1tb per month. This is not a matter of increasing costs, or availability of services. It is anti-competitive and indicative of monopoly power and opens the door to a violation of net neutrality by exempting some services from data caps and prioritizing delivery of others. Please act to regulate the services that ISPs can provide in a manner consistent with consumer interests. That is why you exist.

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**Ticket: # 1268768 - Comcast Data Caps**

**Date:** 10/15/2016 1:23:30 AM

**City/State/Zip:** Eugene, Oregon 97405

**Company Complaining About:** Comcast

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**Description**

I am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate:

- \* Lack of consumer choice due to local monopoly (Oligopolies).
- \* Lagging behind the rest of the world in broadband availability and cost to consumers
- \* Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)
- \* Arguments for them hinge on non-comparable tangible goods.
- \* It is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- \* It is blatantly anti-consumer.

I appreciate your time and consideration of these issues.

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**Ticket: # 1268772 - Comcast 1TB Data Caps**

**Date:** 10/15/2016 1:29:29 AM

**City/State/Zip:** Cupertino, California 95014

**Company Complaining About:** Comcast

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## **Description**

I am writing this complaint to express my distaste with the 1TB data caps that Comcast is rolling out nationwide. There is no good reason for Comcast to be rolling them out. If you want cap-free internet, you have to pay extra per month now, over the cost you were paying before. These caps clearly exist to stop people from streaming content from websites such as Netflix, Hulu, or Amazon Prime Video, and will instead force customers to use cable (that Comcast provides) in order to enjoy TV shows or movies.

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[Ticket: # 1268774 - Data caps by Comcast](#)

**Date:** 10/15/2016 1:32:15 AM

**City/State/Zip:** Minneapolis, Minnesota 55405

**Company Complaining About:** Comcast

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## **Description**

Comcast is introducing 1 TB data caps on their internet internet service starting in November 2016.

This greatly affects the free flow of information in our democratic society, and needs to be looked at by the FCC.

Thank you

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[Ticket: # 1268781 - Data caps](#)

**Date:** 10/15/2016 1:40:55 AM

**City/State/Zip:** Fall River, Massachusetts 02723

**Company Complaining About:** Comcast

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## **Description**

Comcast shouldn't impose data caps on its customers. The Internet is more than a utility and a company like Comcast, who makes record profits should find other ways to make money, not fleecing their customers.

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[Ticket: # 1268800 - Comcast's 1TB data cap is illegal](#)

**Date:** 10/15/2016 1:53:24 AM

**City/State/Zip:** Washington, District Of Columbia 20036

**Company Complaining About:** Comcast

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## **Description**

Comcast will soon roll out 1TB monthly data caps nationwide. This is equivalent to a speed of 3MB/S over 30 days. That's a fraction of the federal definition of broadband, which is 25MB/S. I find it appalling that your organization is not preventing Comcast from taking this action.

Comcast's data cap is also representative of criminally misleading business practices. I did not see any mailings or updates about this new data cap, even though I constantly receive unwanted mail advertisements from Comcast. They should be held to account for these actions.

Shame on you and your organization for standing by while your friends at Comcast continue to pillage consumers. Stop Comcast's data cap now.

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[Ticket: # 1268804 - Data Caps](#)

**Date:** 10/15/2016 1:59:28 AM

**City/State/Zip:** Chico, California 95926

**Company Complaining About:** Comcast

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## **Description**

My job is uploading content to help teach children in developing countries programming. I can't do that with comcast's new data cap. This is outrageous considering how unfair my lack of ISP's available. EVEN in the bay area. This monopoly has got to stop.

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**Ticket: # 1268809 - Comcast's 1TB Data Cap****Date:** 10/15/2016 2:04:54 AM**City/State/Zip:** Pennsauken, New Jersey 08109**Company Complaining About:** Comcast

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**Description**

Comcast's 1TB is anti-consumer. It is obvious and apparent that data caps need to die with the companies who use them as tools to profit as much off of American citizens as possible. Comcast holds a cable internet monopoly in my local area and while I was supposed to have access to networks paid for by taxpayers like myself, instead these conglomerate companies have decided the money I work hard for serves them better lining their pockets than honoring their agreements with the government. America is supposed to be a forerunner, but every step backwards companies like Comcast take leads us further and further away from technological and economic superiority on the global market. Comcast is not providing us with any new service or upgraded performance, they are only charging us more money so they can do less for their customers. Comcast is wasteful selfish scum that needs culling. It is well known that Comcast's own data monitoring services are skewed to achieve the affect they desire, and I have no faith in their ability to manage my data monitoring without FCC regulated standards for doing so. Comcast knows that data use will increase with the incoming standardization of 4K media from providers like Netflix, and they want to hurt American citizens, taxpayers, and children who rely on the internet to compete in education in the modern world simply to increase their already outlandish profit margins. Comcast has never given back to the people, opting instead to bolster the pockets of politicians to aid in maintaining their monopoly and suppressing the voice of the people. If the USA wants to remain a world leader we need to create an environment where we can compete with other developed nations with our internet speed, availability, and pricing. As an American, I believe the FCC should base their policy on the good of the people, the consumer, and not the profits of the companies who drain away our wealth so their executives can live more lavishly.

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**Ticket: # 1268820 - Comcast Cable Internet Data Cap**

**Date:** 10/15/2016 2:11:50 AM

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

**Company Complaining About:** Comcast

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## **Description**

I pay for unlimited access to the Internet that's already capped artificially by my download speed which I pay more money for a faster "blast" speed. Now Comcast is implementing a data cap slightly higher than my current usage each month. Our household usage is based on my wife and my usage. Once my children are a bit older they'll have their own devices and eat into that data cap as well. Once this happens I'll surpass the data cap every month. They are artificially limiting data to force users to use their cable service more once you can no longer stream television because you've run out of data. Especially since Netflix is now offering 4K video streaming which will burn through this cap in no time at all.

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**Ticket: # 1268822 - Data Caps**

**Date:** 10/15/2016 2:13:10 AM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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## **Description**

I am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. This is currently being displayed by Comcast with the enactment of their 1024Gb data cap. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

- Lack of consumer choice due to local monopoly (Oligopolies).
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)
- Arguments for them hinge on non-comparable tangible goods.
- It is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b) (6)

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[Ticket: # 1268828 - Comcast ISP data cap](#)

**Date:** 10/15/2016 2:20:10 AM

**City/State/Zip:** San Mateo, California 94401

**Company Complaining About:** Comcast

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## **Description**

The option to use an ISP that does not have a data cap is no longer an option for me, since the lack of other company choices in my area is limited.

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**Ticket: # 1268836 - Comcast Data Caps**

**Date:** 10/15/2016 2:32:18 AM

**City/State/Zip:** Los Banos, California 93635

**Company Complaining About:** Comcast

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## **Description**

The choice of Comcast to enact data caps is a choice to capitalize on a lack of consumer choice due to local monopolies. While the US is lagging behind the rest of the world in broadband availability and cost to consumers, which offer unlimited data streams, comcast wants to limit our usage for profit. Inf the 20st centurty, internet availability is imperative for children to participate in school and for everyday people to participate in the modern economy. This is not a "value-added" service. It's the same service i've always paid for, and now i'm being forced to pay more for it. This is blatantly anti-consumer and only benefits this large corporation preying on those who are not technologically literate.

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[Ticket: # 1268848 - ISP Data Caps](#)

**Date:** 10/15/2016 2:49:51 AM

**City/State/Zip:** Irvine, California 92618

**Company Complaining About:** Comcast

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## **Description**

Data caps are incredibly anti-consumer. There is absolutely no logical reason for data caps to exist other than taking advantage of users that live in a monopolized market. As technology advances data size grows. ISPs are counting on that as all users begin to exceed these ridiculous caps! Please put a stop to this!

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**Ticket: # 1268863 - COMCAST DATA CAP**

**Date:** 10/15/2016 3:19:21 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19103

**Company Complaining About:** Comcast

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### **Description**

Disgusting 1TB data cap is ridiculous. Wish the FCC would realize that people are no longer going to deal with this garbage. Better let Comcast know that they should rescind the cap now before people use a different service.

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[Ticket: # 1268865 - Comcast Data Caps](#)

**Date:** 10/15/2016 3:21:01 AM

**City/State/Zip:** Englewood, Colorado 80110

**Company Complaining About:** Comcast

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## **Description**

Comcast will be enacting a data cap to many consumers beginning November 1st, 2017. I believe that Comcast is creating a lack of consumer choice and are becoming a local monopoly. Practices like this are contributing to the US falling behind the rest of the world in broadband availability and cost to consumers. It's important for internet to be available to children to participate in school and for everyday people to participate in the modern economy. This is not a "value-added" service. This is the same product we've paid for, and now we're going to be forced to pay more for it.

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**Ticket: # 1268869 - Comcast Data Caps**

**Date:** 10/15/2016 3:24:02 AM

**City/State/Zip:** Oregon City, Oregon 97045

**Company Complaining About:** Comcast

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**Description**

I am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

- (b) (6)

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**Ticket: # 1268889 - Comcast Data Cap**

**Date:** 10/15/2016 4:21:52 AM

**City/State/Zip:** Fremont, California 94536

**Company Complaining About:** Comcast

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## **Description**

Hi, I am a Comcast cable customer in Fremont, California. I am extremely concerned about the 1TB data caps that they are rolling out nearly nationwide. I see that my area will be an area affected by this new data cap. I am worried about the net neutrality implications and the blatant price gouging that Comcast is clearly attempting to do. For example, this seems like an obvious maneuver to attempt to force online video streaming companies out of business by abusing their monopoly on fast internet in many areas. In my area, Comcast is the only option if I want internet faster than 25 mbit, which is the fastest speeds that AT&T provide via DSL. Also, the price that they are asking for for additional data is quite ridiculous. \$10 per 50GB is quite an insane amount of price gouging. I'm sure they will not share their true cost per GB, but it is likely thousands of times less than what they are attempting to charge the consumer for "overages".

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**Ticket: # 1268893 - Comcast 1 TB restrictions**

**Date:** 10/15/2016 4:39:27 AM

**City/State/Zip:** Sacramento, California 95826

**Company Complaining About:** Comcast

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## **Description**

I signed a 1 year contract with Comcast, to have unlimited data for the bandwidth of 30 mbps upload and download. Now they are enforcing a blanket 1 TB restriction on me, and I cannot get out of the contract and it isn't what I signed up for. I am stuck in my apartments with no other choice. It is absurd, in other first world countries, internet is cheap. Korea, for 10 dollars a month get 500 mbps connections both upload and download. With no data cap. With things moving into the future for higher definition. Why would we want to restrict it. This is not a "value-added" service, I have already signed a contract with Comcast for it, but now I am forced to be restricted further and pay more to something which has been previously agreed upon. Additionally, I can easily exceed the 1 tb just from downloading games to play, which I legally own. I don't have room for all the games on my library, so I delete some old games to make room for new ones. I cycle through them ,but with this data restriction, I can easily run through 20% of my data just from video games alone. Not including every day usage.

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[Ticket: # 1268903 - Comcast 1TB Data cap](#)

**Date:** 10/15/2016 4:49:52 AM

**City/State/Zip:** Miami, Florida 33116

**Company Complaining About:** Comcast

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## **Description**

Comcast cannot be allowed to do this, it is an outrage. 1TB data cap is an arbitrary limit with zero purpose outside of profiting off of families using their internet on a normal day to day basis. This is completely unethical and a symptom of monopolization.

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[Ticket: # 1268907 - Data caps](#)

**Date:** 10/15/2016 5:42:07 AM

**City/State/Zip:** San Jose, California 95148

**Company Complaining About:** Comcast

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## **Description**

Implementing data caps will set us back several years. With the emergence of new technologies like 4k videos, going over data caps will become much easier. A family of 5 can easily surpass 1 TB of data. Netflix, Hulu, and YouTube use up several GBs of data per hour.

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**Ticket: # 1268911 - Internet Data Caps**

**Date:** 10/15/2016 6:20:28 AM

**City/State/Zip:** Merced, California 95340

**Company Complaining About:** Comcast

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**Description**

I am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

- Lack of consumer choice due to local monopoly (Oligopolies).
- Lagging behind the rest of the world in broadband availability and cost to consumers
- Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentives improvement of the internet infrastructure.)
- Arguments for them hinge on non-comparable tangible goods.
- It is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.
- It is blatantly anti-consumer.

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**Ticket: # 1268932 - 1 TB data caps**

**Date:** 10/15/2016 7:50:37 AM

**City/State/Zip:** Woods Cross, Utah 84087

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1 tb data cap in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exists solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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**Ticket: # 1268989 - Complaint against Comcast Data Caps**

**Date:** 10/15/2016 9:29:37 AM

**City/State/Zip:** Bellingham, Washington 98229

**Company Complaining About:** Comcast

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**Description**

I am extremely against what Comcast is doing with a their data caps. There is no consumer choice due to a monopoly so consumers are forced into this. The rest of the world does not do this kind of thing, yet America is behind by its cost of broadband service and the lack of availability.

In this day and age, children need the internet to flourish in school and people around this country need it to participate in the economy.

Comcast is doing an anti-consumer move here where they aren't giving you anything more, rather they are putting restrictions on a service people have had for years and then making people pay more if they want to go over the data caps. Comcast wants to charge people more and this is how they will do it. They say not a lot of people use more than a certain amount of data, but this is WRONG to put a price on how much you use. Many of us stream using services like Netflix, Twitch, download video games, etc and these take up a lot of bandwidth. The anxiety that it brings to always worry about how much you are using is too much for the consumer and Comcast knows this. They want you to pay more to get rid of the anxiety. It is wrong.

Please look at this as anti-consumer. This needs to stop. People are outraged by what Comcast is doing and if something is not done now, a standard will not be set.

Thank you,

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[Ticket: # 1269002 - Comcast data limits](#)

**Date:** 10/15/2016 9:44:13 AM

**City/State/Zip:** East Lansing, Michigan 48823

**Company Complaining About:** Comcast

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### **Description**

My roommates and I pay \$130 a month for Comcast service, and a 1TB data cap simply will not suffice for 4 college students.

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**Ticket: # 1269108 - Comcast Data Caps**

**Date:** 10/15/2016 11:23:17 AM

**City/State/Zip:** San Leandro, California 94579

**Company Complaining About:** Comcast

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## **Description**

Comcast is enforcing a 1TB data cap starting Nov. 1, 2016 in my area. America is significantly behind most 1st world and some 3rd world countries when it comes to internet speeds. It is unacceptable for internet service providers to so behind in this regard. Data caps will only perpetuate the current situation and only preserve the current monopoly they have.

We need to open the free market to other ISP's and increase innovative pursuits for better internet access as the rest of the developed world is starting to leave us behind.

Why this is flawed:

There is no guarantee of accuracy or transparency: Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit. This isn't just for videos of course, people who use services for work will be hit just as hard especially as the size of applications increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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[Ticket: # 1269184 - Comcast Data Cap](#)

**Date:** 10/15/2016 12:46:35 PM

**City/State/Zip:** Berkeley, California 94702

**Company Complaining About:** Comcast

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## **Description**

I signed up for Comcast with the understanding that I would have unlimited data and that the data caps were merely suggestions, but now they are enforcing it and customers will be charged an additional \$50 to keep unlimited data.

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[Ticket: # 1269234 - Comcast starting data cap.](#)

**Date:** 10/15/2016 1:19:11 PM

**City/State/Zip:** White Lake Charter Townsh, Michigan 48383

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting a 1tb data cap on my service. This under minds net neutrality along with there being no need to limit data.

This is just attempt to force people to change viewing it streaming providers.

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[Ticket: # 1269259 - Comcast Data Caps](#)

**Date:** 10/15/2016 1:35:42 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that it is about to impose data caps on its customers. This is on top of the anti-competitive behavior that they have demonstrated where they've shut down municipal ISPs. Comcast has repeatedly made anti-consumer decisions and helped to limit competition. Given that Comcast is exempting its own services from data caps, this is clearly anti-competitive behavior intended to give Comcast an advantage over competing applications.

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**Ticket: # 1269279 - Comcast 1TB monthly data cap**

**Date:** 10/15/2016 1:53:30 PM

**City/State/Zip:** San Francisco, California 94132

**Company Complaining About:** Comcast

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## **Description**

Thank you for your time,

I am filing a complaint against Comcast and the new 1TB monthly data cap that will come into effect November 1st.

Comcast considers this a "huge" amount of data but with four people in one house, that cap comes very very quickly.

Comcast has itself admitted that this is not for the sake of network congestion, but rather for people like us who cut their cable TV and decided to just stay with internet. We have NO OTHER ALTERNATIVES in our area, and are now cornered into paying whatever Comcast wants.

This data cap is not about fairness, it is about money.

Please do not let allow comcast to install 1tb caps as homes like mine will be severely affected.

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**Ticket: # 1269397 - Comcast Xfinity Cable ISP Data Caps**

**Date:** 10/15/2016 3:29:30 PM

**City/State/Zip:** Galloway, New Jersey 08205

**Company Complaining About:** Comcast

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## **Description**

I am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

Lack of consumer choice due to local monopoly (Oligopolies).

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

Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (This adds no value to and disincentivizes improvement of the internet infrastructure.)

Arguments for them hinge on non-comparable tangible goods.

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

It is blatantly anti-consumer.

I appreciate your time and consideration of these issues,

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**Ticket: # 1269963 - Comcast Data Caps**

**Date:** 10/16/2016 8:22:49 AM

**City/State/Zip:** St Louis Park, Minnesota 55416

**Company Complaining About:** Comcast

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### **Description**

Comcast's data caps interrupt my family's use of other services that are direct competitor's to Comcast (Netflix, Sling).

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**Ticket: # 1269443 - Data Caps -- Completely Unacceptable**

**Date:** 10/15/2016 3:57:40 PM

**City/State/Zip:** North Hollywood, California 91601

**Company Complaining About:** Time Warner

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**Description**

I'm writing to add my voice to those speaking out against the data caps currently being tested and imposed by Comcast and TWC. They're a clear and absurd money grab, and also transparently violating the spirit and letter of the regulations set forth by the current FCC chairman.

There is absolutely no justification for such practices other than greed born of near-monopoly status. To allow these restrictions to continue is to ensure a total freeze on the development of our internet infrastructure, which would undoubtedly be catastrophic for the development of our country in both the near and far future.

I realize this sounds overblown and dramatic. I assure you it's not. Data Caps cannot be allowed as a legal business practice. Thank you very much for your time.

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Best,

(b) (6)

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**Ticket: # 1269466 - Internet Caps**

**Date:** 10/15/2016 4:16:36 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73135

**Company Complaining About:** Cox

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## **Description**

These caps needs to be made illegal and soon. Cox Cable Internet just raised their caps to 1TB across the board. The problem I have is now I'm paying \$100.00 a month for 300MB down and 30MB up, but yet the Preferred package is only paying \$59.99 with 50MB down and 5MB up. Cox continually breaks the law and never tells of the data caps, nor do they ever tell you when they make changes to them as well. This goes against the open internet and I should not have to worry about how much videos, movies, and games me or my family downloads/watches. Data is not like Oreos and data is not limited. I just want to prove this by saying cable TV runs off the same cable and is data as well, but yet there is no cap and you can watch as much as you want. Netflix is in the right for wanting data caps banned and so am I. It's funny how Cox was able to raise all their data caps after Netflix filed a complaint with you. It's a control factor, because they want you to spend more money watching their stupid cable TV and not streaming on the net. I implore you took make data caps no more and let people be free to watch what they want when they want. Thank you.

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**Ticket: # 1269477 - Comcast - Data Caps**

**Date:** 10/15/2016 4:30:36 PM

**City/State/Zip:** Woodbury, Minnesota 55129

**Company Complaining About:** Comcast

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## **Description**

I'm emailing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1269551 - Data Caps from Comcast**

**Date:** 10/15/2016 5:27:03 PM

**City/State/Zip:** Saratoga, California 95070

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has announced that it will begin enforcing 1 TB data caps in November. As has been shown countless times, data caps in and of themselves have no positive benefit to network infrastructure, and as such exist solely as a means of increasing profit. Several ISPs try to make the comparison of consumers purchasing tangible goods, however bandwidth and data obviously do not fall into this category. In the past providers have not only been given the resources, but all the the opportunity and reasons to improve our country's infrastructure and improve communications, failing to do so each time. In a world where data usage is becoming more and more prevalent, limiting consumers consumption and access is DIRECTLY anti-consumer practice and should not be tolerated. You have the opportunity yourselves to put a stop to these kinds of practices and enforce the ideals that our country is based on. Those being a consumer driven market where innovation and progress can continue to exist without the restraints of extortive business practices such as the ones Comcast and other ISPs continue to implement.

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[Ticket: # 1269585 - Data caps are useless and only hurt customers](#)

**Date:** 10/15/2016 6:01:02 PM

**City/State/Zip:** Eagle, Idaho 83616

**Company Complaining About:** Comcast

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## **Description**

Please do something about these data caps. These should not be a thing. They do nothing except hurt customers and make the ISP more money for nothing. Data is not like a resource, We can never "run out of it" so the "You pay for your usage" is a complete lie. I would like to see these banned out right. Not a minimum but banned.

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**Ticket: # 1269623 - Data Caps**

**Date:** 10/15/2016 6:30:03 PM

**Company Complaining About:** Comcast

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## **Description**

Data Caps are a step in to the wrong direction, fix it

I'm calling FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications. "

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[Ticket: # 1269665 - Data Caps](#)

**Date:** 10/15/2016 7:08:39 PM

**City/State/Zip:** Fort Wayne, Indiana 46835

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they will be placing a data cap of 1 TB in many areas across the country, including my city of Fort Wayne, Indiana. The vice president of Comcast has said that they are doing this for business purposes, not for technical limitations of their infrastructure. This data cap will be unfair to consumers as now both the speed and amount of data is being limited, where as before it was only speed being limited. I am now paying the same amount for less data then I initially signed up for, even though I am on a contract with Comcast. Also, Comcast has yet to formally inform me of this data cap.

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**Ticket: # 1269705 - Data Caps**

**Date:** 10/15/2016 7:55:22 PM

**City/State/Zip:** Walnut Creek, California 94596

**Company Complaining About:** Comcast

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## **Description**

I'm contacting the FCC to urge you to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1269747 - comcast/ISP data cap limits and outrageous costs**

**Date:** 10/15/2016 9:05:36 PM

**City/State/Zip:** Novato, California 94947

**Company Complaining About:** Comcast

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## **Description**

I have several complaints revolving around the prices, advertising and one-sided contracts of Comcast and other ISP's.

Internet prices in California are significantly higher than that of the East Coast, and if we go to other countries, internet prices are significantly cheaper for significantly much more bandwidth (with no data caps)! How can this be constructive to Americans to compete globally when our internal isp's are gouging the customers?

ISPs main selling points are emphasize "speeds up to X MBPS" - now they are putting Data Caps and claiming "more than 99 percent of customers will not hit this cap" - and then threatening to charge overage costs. It seems like False Advertising, that the company cannot actually yield "full" bandwidth to all customers and they now must impose a Data Cap to discourage internet usage - and they are backing it with skewed statistics (because, as any educated individual should know, statistics can favor any side of an argument and is thus fundamentally flawed advertising when a company like Comcast gathers its own data, and sells it with no non-partnering third-party's review).

I have even checked out the horribly defined Comcast monthly bandwidth estimator - how can 1 hour of HD video only be 1.7 GB of data - Blu-Ray disks are 25-50+ GB's of data per movie (and movies range from an hour to two and rarely 3). (I could go on about all listed 'data types' and the false numbers but I do not want to sit here and complain all night).

Streaming video's from service like NetFlix or YouTube is cost-efficient and convent and with newer high-resolution TV's being sold (4k, 8k and beyond) - Comcast and other ISPs are setting users up for a massive trap to catch consumers on overage costs. Add 4 movies up for the average household and the 1 TB Data Cap is fundamentally aimed at charging consumers overage fees!

Please help remove the data-cap and lower internet prices; there is no need to be as greedy as an ISP! (They don't even send out their own service technicians anymore, they send out "qualified contractors"!)

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**Ticket: # 1269774 - Comcast Caps**

**Date:** 10/15/2016 9:45:13 PM

**City/State/Zip:** Comstock Park, Michigan 49321

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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[Ticket: # 1269901 - Comcast Data Caps](#)

**Date:** 10/16/2016 2:35:39 AM

**City/State/Zip:** Grayslake, Illinois 60030

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a data usage cap that was not there when I signed up for their service, beyond this having a cap on data is against a free and open internet, the internet isn't finite and there should be no need for data caps. please change the internet to a utility so it can be regulated like all the rest,

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[Ticket: # 1269821 - Comcast data caps](#)

**Date:** 10/15/2016 11:08:35 PM

**City/State/Zip:** Grayslake, Illinois 60030

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented data caps and refuses to remove them.

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**Ticket: # 1269844 - Unfair data cap implemented by Comcast**

**Date:** 10/15/2016 11:37:58 PM

**City/State/Zip:** Folsom, California 95630

**Company Complaining About:** Comcast

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## **Description**

I am deeply concerned about the unjustified and unfair data cap implemented by Comcast for it's Internet customers. I live in an area with no high speed internet competition and this policy stifles progress and open competition for TV services. This will really kill 4K streaming or future internet application. Comcast is literally ruining the future by doing this.

Sincerely,

(b) (6)

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**Ticket: # 1270093 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 10/16/2016 11:25:39 AM

**City/State/Zip:** Westminster, Colorado 80031

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1269873 - Data caps](#)

**Date:** 10/16/2016 12:51:51 AM

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

**Company Complaining About:** Comcast

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## **Description**

Adding data caps is in no way beneficial to the customer. No other company would do this, except one with a clear monopoly.

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[Ticket: # 1269906 - Comcast data caps are wrong.](#)

**Date:** 10/16/2016 2:45:44 AM

**City/State/Zip:** Vancouver, Washington 98665

**Company Complaining About:** Comcast

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## **Description**

The internet is not a finite resource. It does not run out. There is no reason that they should be allowed to do this after this after years of operating without it. This is them trying to put an end to streaming services and force you to buy their cable services. A service of which the majority of Millennials and Gen X's do not want. These data caps are barely enough for the common American house hold now. With 4k video coming, bigger video games, and new technology is constantly being developed. These advancements and future ones will continue to require a growing amount of data.

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[Ticket: # 1269881 - Data caps](#)

**Date:** 10/16/2016 1:26:17 AM

**City/State/Zip:** Plant City, Florida 33567

**Company Complaining About:** Comcast

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### **Description**

I would like to voice my concerns of comcast and their intent to enforce a data cap in my area (Florida) while enjoying what is effectively a monopoly, without any viable alternative to switch to.

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[Ticket: # 1269888 - Comcast Data Caps](#)

**Date:** 10/16/2016 2:00:48 AM

**City/State/Zip:** Independence, Missouri 64055

**Company Complaining About:** Comcast

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## **Description**

The data caps of 1TB should be banned. Most users now days use over 1TB, my family alone watches Netflix almost constantly, having the data cap would only make our bill more expensive, why is this allowed? It's closing off the internet for most people. YouTube content alone is getting bigger and this could cause problems.

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[Ticket: # 1269890 - Data Caps](#)

**Date:** 10/16/2016 2:02:48 AM

**City/State/Zip:** Taylorsville, Utah 84129

**Company Complaining About:** Comcast

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## **Description**

Comcast is applying unlawful data caps on internet for me and many residents around me as of November. There was no warning, and we didn't sign to it when starting to the service and we've already paid for the next month and installation.

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**Ticket: # 1269909 - Comcast Data Cap**

**Date:** 10/16/2016 3:03:54 AM

**City/State/Zip:** Vacaville, California 95688

**Company Complaining About:** Comcast

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## **Description**

When I started my internet plan with Comcast I was not informed that they would be putting a data cap on my internet. I was recently notified that by Comcast that they will be introducing a 1tb data cap to my plan, something I was not planning on. This will directly affect me and others and having a cap is extremely absurd. In their promo video for their new Data Cap, they explained how we should not have to worry because less than 1% of their users actually exceed 1tb of data a month. If such a small percentage exceeds this limit, why limit it at all? These are shady practices that need to be handled and that is why I am sending this complaint to you, the FCC. Thank you for taking the time to read this.

(b) (6)

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**Ticket: # 1269911 - Comcast Data Caps**

**Date:** 10/16/2016 3:05:43 AM

**City/State/Zip:** Bellevue, Washington 98006

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing data caps on their internet service when there is no logical reason to do so. It appears to be a cash grab to get more money out of people that do more on the internet versus those who don't as they're offering a "unlimited" plan for an extra \$50 a month, which in my case would be nearly doubling my current bill.

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**Ticket: # 1269923 - Data caps are garbage and they need to be made illegal.**

**Date:** 10/16/2016 3:48:27 AM

**City/State/Zip:** Algonquin, Illinois 60102

**Company Complaining About:** Comcast

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## **Description**

I am highly disturbed by the trend and precedent that Comcast and others are setting by imposing data caps on Internet service. This arbitrary 1TB cap that is imposed on my service is pointless and will only become a reason for them to charge more in the future as the internet content becomes higher and higher quality. Perhaps they should be spending their record profits on upgrading infrastructure instead of executive bonuses and buying each other up? These caps serve no purpose. If the network can't handle the data being imposed on it, then it needs to be upgraded. Not throttled, metered, or restricted. It's bad enough that my upload is 10 while my download options go as high as 150.

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[Ticket: # 1269931 - Data Caps](#)

**Date:** 10/16/2016 4:18:40 AM

**City/State/Zip:** Longview, Washington 98632

**Company Complaining About:** Comcast

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## **Description**

Monopolizing the internet through the use of data caps will not only limit the use of the internet, but will reduce the freedoms that we as Americans have been afforded for so long. Corporations have slowly began to deconstruct our once great country all in the name of financial gain. This needs to stop

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[Ticket: # 1269959 - Data caps added to contract at later date](#)

**Date:** 10/16/2016 8:13:41 AM

**City/State/Zip:** Bloomfield, New Jersey 07003

**Company Complaining About:** Comcast

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## **Description**

When I signed up for my Comcast Internet service, there was no mention of a data cap in any part of the contract that I signed to start service. Comcast has decided to add a data cap at a later date which I do not agree with and which I pass over the limit every month as a way for them to get more money out of me, by adding a term to the contract that I did not sign for.

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[Ticket: # 1269962 - Comcast Data Cap](#)

**Date:** 10/16/2016 8:21:48 AM

**City/State/Zip:** Flint, Michigan 48506

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing a data cap, which was not part of the agreement when I signed up for service. Additionally, I find this limitation anti-consumer, anti-neutral, and morally objectionable.

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[Ticket: # 1269973 - Complaint Regarding Data Caps \(Comcast Xfinity\)](#)

**Date:** 10/16/2016 8:30:17 AM

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

**Company Complaining About:** Comcast

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## **Description**

Data Caps are a barrier to future progression of the internet and should never be in place due to Internet being a Basic Utility now used by a majority of the United States population. In a household where 3 users who use the Internet for both work, shopping, interacting, and entertainment this is a barrier to a basic human utility.

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**Ticket: # 1269978 - Comcast 1tb data cap**

**Date:** 10/16/2016 8:32:44 AM

**City/State/Zip:** Ann Arbor, Michigan 48104

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility. This action is a clear attempt to force users away from digital media, back to Comcast's lucrative traditional cable options.

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[Ticket: # 1269999 - Data Caps](#)

**Date:** 10/16/2016 9:13:43 AM

**City/State/Zip:** Little Rock, Arkansas 72202

**Company Complaining About:** Comcast

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## **Description**

Comcast is beginning to enforce data caps on their internet services. I feel that this is unethical anti-consumer practice. Comcast wants to charge money based on consumption for a product (data) that does have a cost for delivery like traditional physical goods. Comcast describes the data caps a consumer friendly and beneficial. This could not be further from the truth.

I feel that the FCC and by extension, the federal government needs to do something about Comcast's anti-consumer behavior!

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[Ticket: # 1270012 - Comcast Data cap](#)

**Date:** 10/16/2016 9:55:20 AM

**City/State/Zip:** Williamsport, Indiana 47993

**Company Complaining About:** Comcast

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### **Description**

Starting November 1st Comcast will be adding a data cap to my account that I did not agree to when my service began.

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**Ticket: # 1270032 - Comcast Data Cap**

**Date:** 10/16/2016 10:22:01 AM

**City/State/Zip:** Salisbury, Maryland 21804

**Company Complaining About:** Comcast

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### **Description**

Hello, I am submitting this complaint because I feel that data cap is not something that should exist. I did not subscribe to my internet service knowing that there was going to be a cap.

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**Ticket: # 1270049 - Comcast Cap On Data Usage**

**Date:** 10/16/2016 10:35:33 AM

**City/State/Zip:** Pekin, Illinois 61554

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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[Ticket: # 1270051 - Comcast Data Caps](#)

**Date:** 10/16/2016 10:38:14 AM

**City/State/Zip:** Portland, Oregon 97216

**Company Complaining About:** Comcast

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## **Description**

Data caps are an infringement upon the rights of citizens, those that signed contracts agreeing to set, UNLIMITED service, and the very standard of living in the united states. Data caps are greedy, and designed to incur nothing but additional fees so that Comcast, as an intrinsically greedy company, can benefit further from price gouging in monopolized areas.

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[Ticket: # 1270075 - Comcast Data capping my internet service to which I never agreed](#)

**Date:** 10/16/2016 11:01:36 AM

**City/State/Zip:** Albany, Oregon 97321

**Company Complaining About:** Comcast

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### **Description**

Comcast Data capping my internet service to which I never agreed and quite frankly they are operating as a government approved monopoly at this point in alot of area's that they service.

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**Ticket: # 1270098 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 10/16/2016 11:30:13 AM

**City/State/Zip:** San Jose, California 95124

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1270107 - Comcast data caps](#)

**Date:** 10/16/2016 11:36:57 AM

**City/State/Zip:** Cookeville, Tennessee 38501

**Company Complaining About:** Comcast

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## **Description**

Comcast is adding data caps to my Internet to extort the users of my state. As an IT professional that manages a network infrastructure this is not how the flow of data works and is extortion. Once an infrastructure is in place there is no difference on performance or cost of how much data it passes through. So keeping track of our data then trying to extort us for more money is extortion. If I lived in an area that had another Internet option then I would leave comcast but it's the only thing that's available to me. The Internet is a priority service that is required in this day and age it needs to be protected not throttled and then used to extort users.

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**Ticket: # 1270115 - Comcast Internet Data Cap**

**Date:** 10/16/2016 11:39:14 AM

**City/State/Zip:** North Potomac, Maryland 20878

**Company Complaining About:** Comcast

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**Description**

Please do not allow Comcast to implement data caps. While it is not being activated in my area, I think this is a horrible practice. The internet should be open, with no barriers. I also believe it is just a way to charge more money for the same product. It does not cost the provider more money when a customer uses more data. It is a slippery slope, which could harm the ability for people to access the internet. Thank you very much.

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**Ticket: # 1270125 - Comcast Monopoly**

**Date:** 10/16/2016 11:45:53 AM

**City/State/Zip:** Ball Ground, Georgia 30107

**Company Complaining About:** Comcast

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## **Description**

Comcast imposing data caps on services purchased by them before data caps were even a possibility is one thing, but the very nature of them is pushing back technology and progress in America for nothing more than a cash grab. TVs are getting more pixels, games are getting more complex, streaming and the internet of things continue to grow, and Comcast is limiting the amount of data you can use. This would be a much smaller issue if Comcast wasn't the only provider of internet, but for millions of Americans, they are, and want to be as powerful as a utility but refuse to be treated as one. If you're the average Comcast user and want to unlock your internet, you have to either pay them more to access what you already paid for or go to a much slower service running through outdated lines or cancel your internet service altogether, something that few in today's world can live without.

There is no substantial reason for data caps other than the cash grab and to keep users paying for cable and other Comcast-owned sources that won't eat up your limited data. There is not a limited amount of data and Comcast's servers are and have been running 24/7. If they can handle processing data on the busiest night of the week, they can handle it all day every other day, and if they can't, they can upgrade their systems or lower their price for their then lower service. Comcast has been vehemently against the Open Internet and all attempts to make internet a utility and thus, against the public good and the advancement of technology with the only benefit being to their pockets. Something needs to be done.

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[Ticket: # 1270186 - Comcast 1TB Data Cap](#)

**Date:** 10/16/2016 1:05:29 PM

**City/State/Zip:** Yelm, Washington 98597

**Company Complaining About:** Comcast

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### **Description**

Comcast is adding a 1TB data cap to many of its customers. You have to pay an extra \$50 to have unlimited data.

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[Ticket: # 1270205 - Comcast data caps](#)

**Date:** 10/16/2016 1:20:51 PM

**City/State/Zip:** Louisville, Colorado 80027

**Company Complaining About:** Comcast

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## **Description**

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

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

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[Ticket: # 1270219 - Comcast changing terms without agreeing](#)

**Date:** 10/16/2016 1:29:01 PM

**City/State/Zip:** San Francisco, California 94132

**Company Complaining About:** Comcast

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## **Description**

No other competitors in the area, forced to use them. Adding data caps which double the cost of my service. Streaming Netflix (4k) goes way over this data cap, forcing me to pay double to use netflix, or be forced to watch their tv as an alternative. Effectively can no longer use the internet service (netflix) I want to.

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[Ticket: # 1270214 - Comcast data caps](#)

**Date:** 10/16/2016 1:23:40 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are retroactively applied to all consumers and are unlawful.

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[Ticket: # 1270216 - Comcast data cap](#)

**Date:** 10/16/2016 1:27:33 PM

**City/State/Zip:** Gresham, Oregon 97080

**Company Complaining About:** Comcast

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## **Description**

Comcast imposing a data cap is detrimental to our ability to have a free and fair internet.

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[Ticket: # 1270294 - Data cap comcast](#)

**Date:** 10/16/2016 2:15:02 PM

**City/State/Zip:** Pasadena, Texas 77503

**Company Complaining About:** Comcast

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## **Description**

With them adding data caps, I run my entire life on internet. I don't have an important job, but I upload a lot of pictures for work related things. As well as most of my entertainment keeps me at home with the internet.

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**Ticket: # 1270303 - Implementation of Data Cap**

**Date:** 10/16/2016 2:16:23 PM

**City/State/Zip:** Park Ridge, Illinois 60068

**Company Complaining About:** Comcast

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**Description**

Comcast has recently implemented a data cap on my current internet service plan. I have been a customer with them for several years and my bill has been constantly getting more expensive over the years. The implementation of this data cap is just another method that Comcast is using to gain more profits by charging high usage customers. It is unfair to implement the data cap and charge more for unlimited data when unlimited data was previously available at the same rate.

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[Ticket: # 1270314 - Data caps](#)

**Date:** 10/16/2016 2:29:47 PM

**City/State/Zip:** Bellingham, Washington 98229

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting data caps throughout the state of Washington, along with most of the US. In most places, including where I live, Comcast has a monopoly and there is no competition for us to switch to.

Data caps are absurd, as people exceeding the amount they posted costs Comcast nothing. It is not lessening their burden, it is just increasing the burden on the already over-paying customer.

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[Ticket: # 1270360 - Issues with Comcast policies.](#)

**Date:** 10/16/2016 3:18:57 PM

**City/State/Zip:** Houston, Texas 77057

**Company Complaining About:** Comcast

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## **Description**

Hello. I'm writing a formal complaint about the 1 Terabyte data cap that Comcast has recently implemented. The company gives examples of a normal user's data usage patterns evening out at about 600GB per month. The issue is largely with power users, gamers, and households with more than one member. As a video game programmer and avid gamer, I fairly often use more than 1TB per month. My family of 4 in another household easily uses 2TB, and they are more average internet users just watching Netflix and other streaming services.

On top of all of that, their website and advertising does not adequately inform prospecting customers of their caps. Their mail flyers fail to mention the cap and their website does not mention it in an immediately obvious location. Their video explaining the cap is only on YouTube, and is heavily biased. For example, it's standard of video stream quality is 480p, when the standard has been 1080p for over 8 years, and the emerging standard is 2160p/ 4K, likely to be fully supported within the next year.

In short, the data caps implemented are at best completely unreasonable within the near future due to the popularity of streaming services and video games, and at worst are unreasonable even in the current customer's normal usage of the internet.

Finally, there is not an actual reason for the data cap to exist beyond the excess profitability of the company. They claim that their networks are overloaded when in fact, even on high traffic days such as Christmas and on release of popular video games and TV shows, their network does not slow.

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[Ticket: # 1270601 - Caps](#)

**Date:** 10/16/2016 7:28:28 PM

**City/State/Zip:** Seattle, Washington 98112

**Company Complaining About:** Comcast

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## **Description**

Why should I have a data cap? It makes no sense. The internet should not be controlled in such a manner. Thanks.

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[Ticket: # 1270629 - Wave abusing its monopoly by placing data caps on residential broadband](#)

**Date:** 10/16/2016 8:02:27 PM

**City/State/Zip:** Camano Island, Washington 98282

**Company Complaining About:** Wave Broadband

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### **Description**

wave is the only available broadband option in my area. by instituting data caps it is abusing its monopoly in the area.

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**Ticket: # 1270722 - Comcast Data Cap**

**Date:** 10/16/2016 9:22:46 PM

**City/State/Zip:** Taylorsville, Utah 84123

**Company Complaining About:** Comcast

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## **Description**

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

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[Ticket: # 1270768 - Data caps](#)

**Date:** 10/16/2016 10:15:17 PM

**City/State/Zip:** Naperville, Illinois 60565

**Company Complaining About:** Comcast

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### **Description**

Comcast instituted a data cap on my monthly internet when that was never part of the contract when i signed it.

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**Ticket: # 1270820 - Comcast Data Cap****Date:** 10/16/2016 11:55:57 PM**City/State/Zip:** Granger, Indiana 46530**Company Complaining About:** Comcast

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**Description**

Comcast is implementing a data cap starting next month that is set to 1 TB (terabyte). This is an unacceptable practice that has no merit to stand on. Their commercials/advertisements argue that an individual that uses 2 TB should pay more than a user that only reaches 500 GB in a month. This is a deceiving act as that is not how the internet works. The internet is unlimited and it does not cost them more to transfer a massive amount compared to a small amount. The real limited factor is bandwidth, or the speed of data. In order to have faster download and upload speeds, you need the infrastructure to support that. So they're claim that using more data should cost more is absolutely diabolical and is only to take advantage of the monopoly they have on the internet services to a majority of consumers. In reality, higher speeds should be the driving factor in price, as that is a limited resource that they must pay to build, support, and expand as more users gain access and higher speeds are required. As determined by netflix, 4k video streaming can reach 7 GB per hour. so  $1 \text{ TB} = 1024 \text{ GB}$  divided by  $7 \text{ GB} = 146$  hours of 4k video, or just over 6 days. This may sound like a lot, but this doesn't include multiple users or any other downloading. A video released by Microsoft, Forza Horizon 3, was 50 GB. That is already reaching 5% of the 1 TB data cap they are starting. Along with that, we have a home office that is used every day for a significant duration and in that office, Netflix is used during that time as well. Although at HD resolution, that is 3 GB per hour which is 720 GB of video assuming 8 hours per day per month. That leaves 280 GB for the other uses such as another Netflix stream in a bedroom, a video game download, or Youtube. 4k content is already readily available on Youtube and will take up the most if not the rest of that data. The main point is they are trying to charge for the amount of data transferred, which is unlimited, where the real cost comes from data transfer speeds. Other competitors are not an option as AT&T does not support speeds high enough for our household and the same for DirectTV.

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**Ticket: # 1270847 - Comcast Data cap**

**Date:** 10/17/2016 1:10:40 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is putting in a data cap and creating a monopoly because there is no other service in my area. Lack of consumer choice due to local monopoly

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

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

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

This is blatantly anti-consumer

Additionally there have been reports that Comcast's "data monitors" do not record accurate usage information and am concerned about the lack FCC regulated data consumption measurement standards.

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**Ticket: # 1270850 - Comcast 1TB Data Cap**

**Date:** 10/17/2016 1:12:56 AM

**City/State/Zip:** Enumclaw, Washington 98022

**Company Complaining About:** Comcast

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## **Description**

Allowing Comcast to add this 1TB data cap will create a monopoly in my area due to the fact that there are no other providers that offer similar services. Having access to the internet without a data cap is important in this day, as it is vital to education, economy, and entertainment.

Furthermore, internet services in countries other than the USA are much more advanced than what we can choose. This would not be a "value-added" service, it is the same exact service we pay for now, but we would be forced to pay more for the same service. This is blatantly anti-consumer. Additionally, there have been reports that Comcast's "data monitors" are inaccurate, and I am concerned about the lack of FCC regulated data consumption measurement standards.

Comcast should not be allowed to put this data cap into action.

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**Ticket: # 1270854 - Data Cap Complaint****Date:** 10/17/2016 1:14:17 AM**City/State/Zip:** Mukilteo, Washington 98275**Company Complaining About:** Comcast

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**Description**

Comcast has recently instituted a data cap in my area. First of all, this is not what I contractually agreed to when I signed up for service. Secondly, and perhaps more importantly, this creates a dangerous precedent where a private company is allowed regulate my access to the internet. The internet, in this day and age, is nothing more than a utility. Just like electricity and natural gas, it is virtually required. Although--technically speaking--one can live without it, to do so puts a person at a major disadvantage compared to his peers. Data caps play into Comcast's virtual monopoly in my area, allowing them to scalp prices off the consumer. Since the internet is virtually required for modern life, and Comcast is virtually the only provider in my area, they should not be allowed to regulate my access via data caps. They have not increased their quality of service to me in any way--instead they are just demanding that I pay more for it. Finally, there is absolutely no oversight in the way that Comcast measures my data usage. There have been reports that they have been inaccurate in their measures. As there is no Dept. of Weights and Measures oversight on this transaction, it is unfair for Comcast to charge me as such. This is a BLATANTLY anti-consumer move, and it must be stopped.

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**Ticket: # 1270868 - Comcast Data Caps**

**Date:** 10/17/2016 2:27:05 AM

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

**Company Complaining About:** Comcast

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## **Description**

Data caps are unnecessary when it comes to internet usage. Comcast has more than enough infrastructure to handle the usage of their consumers. Most other countries have no data caps but for some reason the US is allowing this for some reason. Asking its consumers to pay more for unlimited internet or HD MONTHLY PASS (I'm looking at you too T-mobile) is tiering internet data usage which is breaching net neutrality.

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**Ticket: # 1270875 - COMCAST DATA CAPAS**

**Date:** 10/17/2016 3:15:51 AM

**City/State/Zip:** Dothan, Alabama 36303

**Company Complaining About:** Comcast

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### **Description**

Comcast is instituting data caps in my area and I do not agree with this blatant violation of my right to access my online content and feel that it should not be regulated. These data caps are nothing more than an effort to monetize on those of us who use the internet as intended.

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**Ticket: # 1270892 - Comcast 1TB Data Cap****Date:** 10/17/2016 5:55:33 AM**City/State/Zip:** Houston, Texas 77074**Company Complaining About:** Comcast

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**Description**

Comcast is introducing a new 1TB data cap on internet usage with overage fees of exceeding it. Comcast claims that only 1% ever go over this limit and with the way cloud storage and media over the internet is improving on quality data usage is going to rise exponentially. What a 1080 video over 6 hours will turn the equivalent of a 1hour 4K video. The data caps are completely unnecessary for home internet where everybody in the family uses internet and people that work from home need to use the internet and not worry about overage charges. My point is, data caps are a punishment for cord cutters not wanting to get cable and data cap overages are a way to increase profits from a service that has become as important as electricity, water, and gas. The difference between those utilities and internet is that utilities cost resources that get eaten up while internet traffic cost literally pennies per TB and we are already paying more than enough for it through the service agreements. Google charges \$70 for a gig of speed and no data caps, yet I am paying 80 for 150mbps/s and 1TB of usage? I strongly encourage you to take action and if not to at least open the market so other competitors can move in and change the industry how T-Mobile is doing for the wireless industry.

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**Ticket: # 1271097 - Net Neutrality**

**Date:** 10/17/2016 10:23:50 AM

**City/State/Zip:** West Palm Beach, Florida 33417

**Company Complaining About:** Comcast

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## **Description**

I found out through another source, not through Comcast, that I will now have a data cap imposed on me. I already pay for higher bandwidth, and now they are going to try to charge me even more if I use too much data, which is not a limited resource. The bandwidth is limited, which I am already paying extra to have higher bandwidth. My roommate and I spend almost all of our leisure time using internet-related things (online videogames or streaming tv). Unfortunately Comcast has a near monopoly on internet service in my area, or else I would definitely switch to someone else who knows how to treat customers better.

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[Ticket: # 1271117 - Comcast 1TB data cap](#)

**Date:** 10/17/2016 10:33:30 AM

**City/State/Zip:** Virginia Beach, Virginia 23462

**Company Complaining About:** Comcast

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## **Description**

Comcast new 1TB data cap is a horrible things for the industry as where this would cause many people to pay more in overages. This would also shift other companies to make this the standard. As a big data user I tend to average 3tb of data a month.

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**Ticket: # 1271119 - Data Caps**

**Date:** 10/17/2016 10:33:45 AM

**City/State/Zip:** Independence, Missouri 64057

**Company Complaining About:** Comcast

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## **Description**

Comcast is beginning to put data caps on their services. This is to counter other businesses that provide streaming television services that would compete with their own cable television packages. Charging users to use streaming services just because of competition is a MAJOR problem. Someone needs to STOP Comcast from having unnecessary data caps on their services.

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**Ticket: # 1271234 - Data Caps**

**Date:** 10/17/2016 11:21:38 AM

**City/State/Zip:** Jacksonville, District Of Columbia 12345

**Company Complaining About:** Comcast

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## **Description**

Data Caps set by Comcast and other ISPs need to be stopped or used fairly. The current system is extremely flawed, broken and abused by these companies that have set data caps in place. This is unfair to customers. The internet has become a basic utility and needs to be treated as such, but currently a monopoly has been built. We need to stop them now. The FCC needs to stop them now. Please consider this email and all the rest of the thousands of complaints, help put and end to this madness.

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[Ticket: # 1271288 - Comcast Data Cap](#)

**Date:** 10/17/2016 11:38:57 AM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

Comcast is adding a data cap to my home internet plan. My plan used to be unlimited. As all of my video streaming services move to 4k video I'm concerned that this cap will become a major issue for me to use the internet.

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[Ticket: # 1271369 - Data Caps](#)

**Date:** 10/17/2016 12:07:53 PM

**City/State/Zip:** Middletown, Rhode Island 02842

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing 1TB data caps nationwide. This is a violation of Net Neutrality rules, and hinders American innovation and progress, especially as the internet is able to transfer ever more complicated files.

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[Ticket: # 1271473 - Comcast xfinity data cap](#)

**Date:** 10/17/2016 12:50:43 PM

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

**Company Complaining About:** Comcast

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## **Description**

Data cap in markets without competition stifling streaming competition.

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**Ticket: # 1271588 - Cox instituting Data Caps on Internet Access**

**Date:** 10/17/2016 1:34:49 PM

**City/State/Zip:** Gainesville, Florida 32608

**Company Complaining About:** Cox

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**Description**

Without notifying customers, Cox has instituted a cap on data access, as shown on their website: <http://www.cox.com/residential/support/tv/article.cox?articleId=2fd6ccb0-b13a-11df-4be3-000000000000>

This type of behavior is inherently anti-consumer and is a blatant attempt to circumvent net neutrality principles by being able to provide certain services that "don't count" against consumers' data caps. This is preferential treatment of web traffic, which is anti net-neutrality. Until the FCC takes action against this behavior, your ruling on net neutrality is meaningless. Consumers expect that you will protect this ruling and not stand idly by while cable companies invent ways that skirt the decision. This is a serious issue that will impact the future of broadband access in this country, a state of affairs that is sorely behind many other countries in the rest of the developed world.

As a taxpayer, I expect and demand that you put an end to this behavior immediately. Allowing this to continue is a statement that you are unwilling to stand behind consumers to police toxic behavior by ISP's.

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[Ticket: # 1271690 - Comcast data caps](#)

**Date:** 10/17/2016 2:06:44 PM

**City/State/Zip:** Champlin, Minnesota 55316

**Company Complaining About:** Comcast

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## **Description**

Data caps are not in the best interest of the people and only serve to make our lives more difficult . Data caps don't have anything to do about bandwidth scarcity. They are being used to punish those who use the internet as a primary entertainment, rather than television. Living in a large family, we should not have to now pay more money just because this company says that it is fair. The FCC needs to stop these large companies from taking advantage of families like my own.

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[Ticket: # 1271841 - Comcast Internet Data Caps](#)

**Date:** 10/17/2016 2:49:58 PM

**City/State/Zip:** Eagan, Minnesota 55123

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing a 1TB data Cap in my region November 2016. This is anti-consumer and will cause major out of pocket expenses for people as 4K technology becomes more common. Internet is NOT a finite resource.

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**Ticket: # 1272077 - Data Cap**

**Date:** 10/17/2016 3:45:06 PM

**City/State/Zip:** Fort Collins, Colorado 80526

**Company Complaining About:** Comcast

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**Description**

On Oct. 6th I received an email from Comcast stating that they will be implementing a 1TB cap on data usage and will price usage beyond this tier.

In our area, Comcast is a virtual monopoly for high-speed internet as well as television service. There are other options, but they are substantially slower or offer fewer channels or internet speeds or higher latency.

I believe these data caps are a violation of net neutrality because if you stream video from Comcast, it doesn't count against your 1TB cap but if you stream from Netflix or Hulu or Amazon Prime you do.

They treat their own packets differently than they treat packets from other companies and this violates Net Neutrality precepts. This move also leverages their monopoly in internet data delivery to unfairly push their TV cable product - which is a violation of antitrust "tying" restrictions.

Lastly, this will likely lead to more tiers of service in the long-term. Eventually, it will probably be 500 GB and then 250GB and so on. Soon you'll be buying data bundles much like you do with a cell phone. They want to meter you like a utility without being subject to the laws that govern utility companies and using a metering method that they developed and that doesn't match other data measuring methods.

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[Ticket: # 1272092 - Xfinity Comcast Internet 1TB Data Cap](#)

**Date:** 10/17/2016 3:48:54 PM

**City/State/Zip:** West Palm Beach, Florida 33409

**Company Complaining About:** Comcast

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### **Description**

Starting November 1st, Comcast will impose a 1TB Data Cap for all of its customers. I pay \$30 a month for 25 Megabits per second of internet, now if I want unlimited I have to pay \$50 more a month. I'm a cord cutter, I get my TV from the Internet through Netflix, Hulu, Amazon, Sling Tv, and Playstation Vue! This is not about fairness, it's an attack on us! I demand for no data caps. There's no competition, AT&T started the same crap!

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**Ticket: # 1272266 - Comcast data caps**

**Date:** 10/17/2016 4:47:37 PM

**City/State/Zip:** Spokane, Washington 99223

**Company Complaining About:** Comcast

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## **Description**

I am contacting you to express my concern over a recent trend of Internet Data Caps that I feel poses an economic and moral threat to the future of our country and its people. Specifically I wanted to make you aware of the following aspects of the internet market that I feel data caps either cause or exacerbate.

-Lack of consumer choice due to local monopoly by companies like Comcast.

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

-Importance of the internet as infrastructure for an intellectually competent society capable of sustained function and development in the modern world economy. (Data caps adds no value to and disincentives improvement of the internet infrastructure.)

-Data caps are not a "value-added" service. It's the same service I have always paid for, and now I am being forced to pay more for it.

-Data caps are blatantly anti-consumer.

I appreciate your time and consideration of these issues,

(b)

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[Ticket: # 1272270 - Comcast](#)

**Date:** 10/17/2016 4:48:20 PM

**City/State/Zip:** Vancouver, Washington 98665

**Company Complaining About:** Comcast

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## **Description**

The internet is not a finite resources. There is no purpose of adding a data cap other than to gouge customers because they know they have a monopoly in the area and we have no other options.

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[Ticket: # 1272293 - comcast 1TB data cap](#)

**Date:** 10/17/2016 4:58:31 PM

**City/State/Zip:** Minneapolis, Minnesota 55404

**Company Complaining About:** Comcast

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## **Description**

comcast is imposing a 1tb data cap on my service. Also when getting my service initially they refused to allow me to install my own equipment without paying them for a self instal kit which i didnt want or need.

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[Ticket: # 1272462 - ATT Not Responding to Concerns I List in Complaints](#)

**Date:** 10/17/2016 6:01:05 PM

**City/State/Zip:** Coppell, Texas 75019

**Company Complaining About:** AT&T

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## **Description**

I have filed a complaint about having data caps on my connection unless I have TV service. I also the complaint that they offer no speed that even qualifies as the definition of Broadband.

I get form letter responses and calls back that do not do anything to recognize the concerns I file in the complaint.

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**Ticket: # 1272509 - Data Caps****Date:** 10/17/2016 6:30:35 PM**City/State/Zip:** Redmond, Washington 98052**Company Complaining About:** Comcast

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**Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, telecommuting, file backups, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for.

The Internet is not something that should be closed off, capped, or restricted from anyone anywhere on the planet. The Internet is no longer a luxury and according to the recent ruling from the US Court of Appeals and supported by the FCC, broadband internet has been declared as an essential utility, much like electricity. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Data caps are unreasonable and unlawful.

ANY cap is unacceptable, because data per se is an UNLIMITED resource. ALL data caps are 100% arbitrary and this can easily be proven with the laws of physics. Bandwidth is the limited resource. Congestion can ONLY happen by over-saturation of bandwidth. When ISPs start capping services, they are not trying to prevent congestion, instead they are arbitrarily limiting your service to for profit. This allows them to negate competition based on quality of service, and will allow them to 'compete' on arbitrary restrictions, ultimately for the worse of all customers.

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps are not about network congestion. Instead, Comcast claims these data caps are about "fairness," and do not serve a traffic management function. They have been described alternatively as a way to align consumers' use of the network with what they pay. As a method of price discrimination however, data caps and usage based pricing are redundant to the speed tiers that consumers are used to. The broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes.

By exempting only its own online video application from the cap, Comcast gives their own services an advantage over all competing online video applications.

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**Ticket: # 1272561 - Data Cap**

**Date:** 10/17/2016 7:01:19 PM

**City/State/Zip:** Salt Lake City, Utah 84102

**Company Complaining About:** Comcast

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## **Description**

I have recently been forced into having a 1TB data cap, with absurd fees of \$10/50 GB for going over, or \$50/month for unlimited. This would double my monthly rate.

This data cap is absurd, considering that it would take me merely 8.5 hours at my 250 Mb/s speed to break the cap. That is just over 1% of the month that Comcast allows me to use the full internet speed before deciding that I am "taking up too much traffic".

Considering I constantly download videos from colleges for the purposes of editing, there are often times where I will go over the cap because of how many projects I have to work on. This was the reason why I purchased a higher speed of internet in the first place. With this data cap, I am being targeted to micromanage my usage, or be forced to pay more.

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[Ticket: # 1272711 - Unnecessary data caps by Comcast](#)

**Date:** 10/17/2016 8:35:25 PM

**City/State/Zip:** Vancouver, Washington 98661

**Company Complaining About:** Comcast

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## **Description**

I live in Washington state and Comcast is about to impose data caps on us that require us to pay an extra \$600/year to maintain our current service level. They have admitted on several occasions that the data caps are not at all technically necessary, but simply a business decision, designed to make them more money. Since there is basically no choice in ISP, we are stuck with this and it puts undue hardship on people for no reason other than to give a giant corporation more money for the same service we have had for years.

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**Ticket: # 1272822 - Comcast Data Cap Stifling Competition****Date:** 10/17/2016 9:55:33 PM**City/State/Zip:** Orland Park, Illinois 60462**Company Complaining About:** Comcast

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**Description**

Unfortunately since Comcast has a negotiated monopoly on cable Internet service in this area and AT&T has all but abandoned its copper lines in pursuit of more unregulated wireless subscribers, Comcast has been able to add a 1TB data cap onto my internet connection. To relieve myself of this cap, I would have to pay an additional \$50 on top of the \$120 I already pay for my service. If I am to move to Internet only and pursue a streaming service for programming, I will be charged overages over 1TB/mo. They claim they want to charge people for what they use and that is perfectly understandable, then they shouldn't be allowed to charge for merely accessing their network. I do not pay for access to my gas, water, or electricity, I pay for what I use. Comcast not only is allowed to double dip charges against their customers and continue with their poor customer service but they also are allowed to leverage an artificial scarcity of a resource (bandwidth) which they themselves are responsible for providing this puts an undue burden on the consumer as they must now balance out paying \$120 just for (unlimited data) Internet and an additional service fee for a separate streaming service, or continue on with the monopoly allowed double-play from Comcast and suffer through poor customer service and a total lack of competition.

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[Ticket: # 1272829 - Comcast data cap](#)

**Date:** 10/17/2016 9:59:00 PM

**City/State/Zip:** Grand Rapids, Michigan 49508

**Company Complaining About:** Comcast

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## **Description**

The comcast data cap is against net neutrality, should not be able to enforce onto their customers.

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**Ticket: # 1272995 - Open Internet/Net Neutrality**

**Date:** 10/17/2016 11:46:50 PM

**City/State/Zip:** Bainbridge Island, Washington 98110

**Company Complaining About:** Comcast

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## **Description**

I was recently informed by Comcast, my internet provider, that they will be instituting data caps on our internet service. I want to strongly express my opposition to this and I hope the federal government can do something to stop them.

While there allotment may seem generous, there is no telling what kind of high bandwidth essential internet products or services will require massive amounts of data and it seems like Comcast is giving a little now in the expectation that in a couple years they will be able to reap massive overage fees when the next big thing comes out.

As a small business owner and citizen of the USA, these data caps are stifling and unrepresentative of a society that is seeking to provide equal access for all.

Thank you!

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[Ticket: # 1273023 - Comcast and other cable ISPs shouldn't be able to impose data caps](#)

**Date:** 10/18/2016 2:04:16 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast recently rolled out their 1TB data cap nationwide. I believe that this infringes on the concept of open internet because it encourages you to pay for their TV service and not use internet streaming services. They also mentioned that the caps should only impact 1% of users, which is still ~300,000 customers. My concern is that they could impose smaller and smaller data caps in the future if there is no action taken now. It is the ISPs duty to provide me with a decently fast, unlimited internet connection, given I pay \$90 a month for it. Please put a stop to the ISPs that treat their paying customers like this.

Thank you.

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**Ticket: # 1273039 - Comcast Data Caps****Date:** 10/18/2016 2:58:31 AM**City/State/Zip:** Seattle, Washington 98122**Company Complaining About:** Comcast

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**Description**

I'm writing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

Comcast also has a vertical monopoly, owning both their own content and the means to distribute it. Comcast then has reason to apply different data usage for their own content vs someone's content they don't own. There is no guarantee to any kind of accuracy or transparency other than what Comcast provides to its customers (which is a HUGE conflict of interest). In my household my options are Comcast or Century Link, and do to the work I do, Century Link is just too slow to meet my business needs. This means that Comcast has a monopoly over my cable as well for me to do business. This is not right, and as a consumer, I should have more options to choose from, to create competition and keep the market fair and balanced. Please Chairman Wheeler, fix this.

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**Ticket: # 1273085 - Comcast and general ISP data caps**

**Date:** 10/18/2016 6:03:17 AM

**City/State/Zip:** Sultan, Washington 98294

**Company Complaining About:** Comcast

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## **Description**

The concept of locking down how much data can be used in the middle of the growth of the data/computer industries is a huge disservice to the general populace of the US. Seeing that we are on the verge of a giant increase in data size (such as 4k video streaming and much more) it is more than likely that, in the near future, 1 terabyte will be a part of a general users monthly lifestyle, NOT some near unreachable goal like comcast is advertising for its soon to come data cap. I could understand an increase in cost for things like laying out new fiber to get better access for more people and maintaining those cables (which they generally dont care about upgrading, so long as they can get you to pay for a service that is just above some of the lowest world averages in some areas), but to gouge extra money for a service that is becoming an absolute necessity is ridiculous. We already pay an amount to Comcast that is allowing them to thrive, so why should they be able to limit something that is so important to everyone for their own personal gain?

If managing all this data truly cost them enough to validate these caps, then just maybe I could understand, but seeing that they have only grown and prospered in the current 'unlimited' system justifies that there is no reason to allow them to put this tight of a collar on its users.

And, on top of this, to allow their own streaming services to have no data cost is an obvious attempt to stifle the largest streaming services and promote their own from the inside. Preposterous.

Lets aim to make US internet something other countries only wish they could have, not a joke that they can all laugh at.

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[Ticket: # 1273218 - Comcast Data Caps](#)

**Date:** 10/18/2016 9:45:06 AM

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

**Company Complaining About:** Comcast

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## **Description**

Due to Comcast's recent implementation of data caps, I believe this only serves the purpose of discouraging internet usage among consumers. This also feeds into the issue of why ISPs should be treated as a utility. There is absolutely no reason for Comcast to implement usage limits as there is no cost to them due to a consumers data usage.

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[Ticket: # 1273192 - Comcast data cap](#)

**Date:** 10/18/2016 9:28:08 AM

**City/State/Zip:** Brooklyn Park, Minnesota 55443

**Company Complaining About:** Comcast

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## **Description**

Comcast is enforcing a new data cap limit starting in October. While this may seem harmless for the time being, it will limit the amount of information in the future. The internet is only going to expand, data will get larger and larger and if this cap is to stay in effect it will do more harm than good to the consumers.

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**Ticket: # 1273194 - Data caps in Washington**

**Date:** 10/18/2016 9:30:56 AM

**City/State/Zip:** Lake Forest Park, Washington 98155

**Company Complaining About:** Comcast

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## **Description**

I would like to register a complaint regarding the implementation of data caps by Comcast. As admitted to by a Comcast VP, there is no physical basis for these data caps -- it is a business decision. Unlike other utilities (e.g. water or electricity), there is no limited amount of data that must be monitored to ensure that certain consumers are not hogging most of it. Rather, data is intangible. The speed at which data can be transmitted is limited by the bandwidth of the transmission line, but that is a separate issue that is handled when customers select their preferred tier of internet speed. With the current system, you pay more for faster speeds. With the proposed new system, you pay more to reach the data cap faster. Consumers are being charged twice for the same product.

Furthermore, the services provided by Comcast to monitor your internet usage are woefully inadequate. If each monitoring system provides the consumer with a different amount of data used thus far in the month, consumers are incapable of adequately protecting themselves from being charged for overages. Finally, data caps will hinder technological progress. The world is moving to a streaming system -- movies are rented from Youtube, Netflix is booming, families are able to stay in touch despite living on separate continents thanks to services like Skype and Google Hangouts. Ironically, I do not have a cable box, because the reception from Comcast's online streaming service for my cable package is better quality than what comes out of my wall. One terabyte of data might be sufficient now, but as technology progresses consumers will be reluctant to upgrade to newer, higher quality devices for fear of not being able to afford to use them. Companies will, in turn, be hesitant to continue developing better products, and the industry may stagnate. I do not believe that the technology industry and consumers should be charged or made to suffer due to a made up problem.

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[Ticket: # 1273346 - Comcast conflict of interest / Monopoly](#)

**Date:** 10/18/2016 10:43:38 AM

**City/State/Zip:** Saugus, Massachusetts 01906

**Company Complaining About:** Comcast

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## **Description**

I'm mostly a gamer, steam and netflix are my only real online activities that can consume easily hundreds of gigabytes per month. Where I currently live I'm having a hard time finding an alternative cable provider (none). Comcast's own services are exempt from this limit though. As someone just looking for internet for entertainment and comcast also being an entertainment provider I feel as though the data caps are intended to corner customers into paying additional fees for using the entertainment outlets. They are a monopoly so I can't exactly go anywhere else either. Online gaming really doesn't allow me to use satellite providers.

How can I a consumer protect myself? This is a conflict of interest and serves no purpose other than to punish me for using non comcast services. What is the point of the internet if not to be open to let any one provide entertainment an information?

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**Ticket: # 1273444 - Comcast/Xfinity Data Caps****Date:** 10/18/2016 11:11:27 AM**City/State/Zip:** West Saint Paul, Minnesota 55118**Company Complaining About:** Comcast

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**Description**

I am greatly concerned about the 1TB Data Caps that Comcast will be implementing in November. My concerns are

- 1) this will stifle development and deployment of super high-res (4k and the like) by internet video sites (NetFlix, Hulu, YouTube, etc). There does seem to be a push, especially in the gaming and independent communities, to utilize higher resolution and higher framerate video production. Both of these add data to video files, and thus would greatly increase the usage of our 'alloted' 1TB. As more mainstream shows push into 1440p/4k resolutions and as families grow, there will be more usage of data and a quicker cap ceiling hit.
- 2) Noncompetitive practices. With the 1TB cap in place, people will be dissuaded from using streaming services (i.e. Netflix, YouTube, Hulu, etc.) for fear of hitting their cap and incurring charges. With Comcast offering streaming services and (from what I've talked to representatives about) not having those services count against the cap, this seems highly anti-competitive. This creates a market where Comcast can force other businesses out of the way by being a gatekeeper of sorts.
- 3) unfair billing practices. Comcast states that users should be charged for what they use. But this gate only seems to punish those who use a lot of data, and does not scale down. There is no discount for only using half of your allotted cap. Only a marginal (I think it was 5 dollars or something like that) reward for voluntarily lowering your cap.
- 4) a focus on money grabs, rather than customer satisfaction. This whole data cap issue seems to be a way to get another revenue stream, rather than try and work the problem by improving infrastructure and their product. If I recall, most telcoms were given taxpayer money to bring FiOp to the consumer a few years ago. Was that money misused? Why am I now paying penalties for using a product that antiquated infrastructure cannot maintain?

If comcast were not a regional monopoly, I would switch in a heartbeat. Century Link has begun to roll out FttN in my area, which would give some choice. However, I fear that if Comcast is not sanctioned for this business move, that other ISPs will follow suit.

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**Ticket: # 1273585 - Comcast 1 TB data plan violates principle of net neutrality**

**Date:** 10/18/2016 12:01:53 PM

**City/State/Zip:** Edgewood, Washington 98371

**Company Complaining About:** Comcast

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## **Description**

Comcast has introduced a "data plan" in the Seattle area beginning November 1 where the subscriber will be charged \$10/50GB of data service in excess of 1 TB per month. The consumer can opt in to an unlimited plan, the same that is offered today, for an additional \$50 per month.

It's important to note that Comcast's xfinity streaming service is exempt from this data cap. Netflix, Amazon, Hulu, Youtube, and Plex are not, and these are the video streaming services used by my household. Typical usage of these services, according to Comcast's measurement, put my household's usage in excess of the data cap at 1.3 TB / month on average.

This appears to be nothing more than an anti competitive move on the part of Comcast to prioritize their streaming services over their competition (Netflix, etc.) by making it more expensive for the consumer to use their competition's services over their network. This violates the very principle of net neutrality and it is the responsibility of the FCC to act in the interest of the consumer in cases like this.

I would willingly choose an alternative carrier given the option, unfortunately Comcast holds a monopoly on cable internet in my service area and there are no competing fiber services available.

It is increasingly clear that internet service is rapidly becoming a necessity to households all around the globe and when there is a domestic market without competition because service providers and content providers are the same entity, and when one company services the majority of the domestic market, the consumer pays a higher price for an inferior level of service.

This is unacceptable and frankly should be illegal. I have chosen to do business with companies in a competitive market that offer a fair price for their product and provide good customer service (like Netflix) and companies like Comcast who provide an inferior product at a higher price with terrible customer service are seeking to undermine my choices because they have a government sanctioned functional monopoly.

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**Ticket: # 1273486 - Comcasts new data caps**

**Date:** 10/18/2016 11:23:54 AM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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[Ticket: # 1273612 - Comcast 1TB Data Cap](#)

**Date:** 10/18/2016 12:09:04 PM

**City/State/Zip:** Newark, California 94560

**Company Complaining About:** Comcast

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### **Description**

Comcast is starting 1TB data caps starting on November 1 which internet is now considered a utility and should nit be restricted.

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[Ticket: # 1273790 - Data caps - by Comcast/Xfinity](#)

**Date:** 10/18/2016 1:08:40 PM

**City/State/Zip:** Tallahassee, Florida 32317

**Company Complaining About:** Comcast

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## **Description**

Comcast decided to introduce 1tb data cap. This is certainly to monetize on that fact that people are increasingly using HD digital subscriptions over cable. The 1tb cap is nowhere close to a few 4k UHD movies from Netflix, 1-2 1080p tv shows from amazon/Hulu/Netflix/direct-to-consumer network provided video (such as CBS, NBC, ABC etc) and youtube.

Experts already agree bandwidth is not limited and internet providers already created monopoly in most of the markets. This rather random data cap is no other than monetizing the monopoly further.

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[Ticket: # 1273813 - Lack of options.](#)

**Date:** 10/18/2016 1:16:04 PM

**City/State/Zip:** Colorado Springs, Colorado 80910

**Company Complaining About:** Comcast

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## **Description**

Comcast and CenturyLink are the only options in my area as far as reliable ISP's go, and both have consumer-aggressive, anti-competitive policies regarding pricing lock-ins and bundling. Comcast has begun to enforce an egregious data cap that nobody signed up for, and CenturyLink provides weaker than advertised service.

We have no options.

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**Ticket: # 1274025 - Data Caps**

**Date:** 10/18/2016 2:07:33 PM

**City/State/Zip:** Lansing, Michigan 48911

**Company Complaining About:** Comcast

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### **Description**

I recently purchased a 4K so I could stream 4K broadcasting on Netflix. The impending data cap being imposed by Comcast could seriously limit my ability to stream such content. All other available internet carriers in the area also have data caps on their services, and are a fraction of the speeds offered by Comcast.

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[Ticket: # 1274134 - Data caps at cable companies](#)

**Date:** 10/18/2016 2:41:26 PM

**City/State/Zip:** Almo, Kentucky 42020

**Company Complaining About:** Comcast

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### **Description**

I think the FCC should review Internet data caps and preferably end them, data caps are a step backwards and I believe cable companies use them to force people to use cable services vs streaming services.

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[Ticket: # 1274211 - Unfair data cap](#)

**Date:** 10/18/2016 3:09:13 PM

**City/State/Zip:** Chicago, Illinois 60631

**Company Complaining About:** Comcast

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## **Description**

Comcast recently enabled a monthly 1TB data cap for my connection. The only way to avoid it is to now pay an additional \$50/month to get the same service as before.

Because of this data cap, I am now afraid of using services like Netflix or Steam for too long. I am also not updating my TV to 4k because the data usage would be too high. This is a huge step backward and the lack of competition is preventing me from avoiding it

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**Ticket: # 1274356 - Monopoly Comcast imposing data caps in my region**

**Date:** 10/18/2016 3:58:33 PM

**City/State/Zip:** Portland, Oregon 97210

**Company Complaining About:** Comcast

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**Description**

I live in a central part of Portland Oregon, but have only two choices for home internet. CenturyLink, which despite advertising 1gbps internet, can only supply my house with a maximum of 3mbps, and Comcast, which can supply up to 100mbit speeds.

I am a software professional and need fast access to the internet to be able to work and live. 3mbps is not fast enough for my needs, so that means that there is only one provider that can serve me, Comcast. Now Comcast has decided that they're going to impose a data cap on my internet usage, despite there being no such condition on my usage at the time I signed a contract with them.

I find this unilateral change to their service highly objectionable. I would like to vote with my dollars, and switch to another provider without these policies, but since there is no competitive choice I am completely stuck.

I do not believe that Comcast's introduction of these data caps fits with the principles of an open internet, and has far more to do with them wanting to prevent people from using internet video streaming services. I implore the FCC to do something to stop internet providers from rolling out data cap policies like Comcast is doing.

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[Ticket: # 1274673 - Comcast Data Cap](#)

**Date:** 10/18/2016 5:50:09 PM

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

**Company Complaining About:** Comcast

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## **Description**

I never signed up with a data cap in mind. Comcast is abusing its near-monopolistic position.

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**Ticket: # 1275108 - Comcast Data Cap**

**Date:** 10/18/2016 8:46:32 PM

**City/State/Zip:** Byron Center, Michigan 49315

**Company Complaining About:** Comcast

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### **Description**

Hello, this is Rob Gallop. Comcast is enacting their 1 TB Data Cap here in West Michigan starting in November. They service our township, but neighboring areas have Charter, which has no data caps. This is totally unfair, and I know people will re-consider moving here once they know this. Also, I know a push for other fiber optic providers is something that should be top priority, but the township seems to be caught in franchise hell with Comcast. Please help!

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**Ticket: # 1275162 - Comcast 1TB Plan**

**Date:** 10/18/2016 9:20:47 PM

**City/State/Zip:** Shasta Lake, California 96019

**Company Complaining About:** Comcast

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## **Description**

As you are aware, comcast is instituting a 1TB soft data cap for residential users. While their goal is to get people used to data caps, there is no reason that they should be allowed to implement an arbitrary limit for the amount of data that can be used during a particular timeframe. Paying for time instead of usage will only lead to further increases in cost for consumers without an improvement in service. Many ISPs have stated that most users don't use what they have. While that is true, this is a long-term ploy to get their customers paying more without any additional benefit.

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**Ticket: # 1275285 - Internet data caps**

**Date:** 10/18/2016 11:11:36 PM

**City/State/Zip:** Houston, Texas 77043

**Company Complaining About:** Comcast

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## **Description**

A great threat facing innovation for our country today is the monopolized market of internet service providers. The Internet has quickly gone from a luxury to a necessity for everyday life, and even more so for people like me who work from home.

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency: Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit. This isn't just for videos of course, people who use services for work will be hit just as hard especially as the size of applications increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

We need to open the free market to other ISP's and increase innovative pursuits for better internet access as the rest of the developed world is starting to leave us behind.

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**Ticket: # 1275356 - Comcast Data Caps**

**Date:** 10/19/2016 12:16:50 AM

**City/State/Zip:** Tucson, Arizona 85741

**Company Complaining About:** Comcast

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**Description**

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

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

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

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**Ticket: # 1275370 - Comcast Data Cap**

**Date:** 10/19/2016 12:37:47 AM

**City/State/Zip:** Campbell, California 95008

**Company Complaining About:** Comcast

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### **Description**

I'm somehow hitting my Comcast Data Cap. These caps are not fair. They are charging me extra for data I've always been using. I am an average internet user who works a 9 to 5 job. There is no way I should be blowing the cap and charged extra.

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[Ticket: # 1275433 - Open Internet/Net Neutrality](#)

**Date:** 10/19/2016 4:11:14 AM

**City/State/Zip:** Southgate, Michigan 48195

**Company Complaining About:** Comcast

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## **Description**

Comcast Can Not Data Cap Internet traffic but not its video or phone service it's the same network. This is against Open Internet and net Neutrality. It is putting there service's in a fast lane and not allowing other companies to compete and it's unfair to customers

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**Ticket: # 1275444 - Data Cap Usage Implamentation**

**Date:** 10/19/2016 5:20:15 AM

**City/State/Zip:** Portland, Oregon 97222

**Company Complaining About:** Comcast

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## **Description**

Whatever or not you believe data caps are fair, there can be no argument that the meters used to measure usage should be accurate and transparent -- only they're not. For all that Comcast CEO Brian Roberts likes to claim that broadband data is exactly like electricity, and customers who use more should pay more, the company has fought tooth and nail against being regulated like a utility. There is no agency akin to FERC regulating broadband metering devices.

Unsurprisingly, there are abundant reports of ISPs charging consumers for usage while they aren't home, while their modems are disconnected or the power is out. According to DSLReports, the FCC has received 13,000 complaints about Comcast's data caps this year, many of them claiming the company's meters don't match users' own router statistics.

Ars Technica this month recounted in exhaustive detail the experiences of four Comcast customers in different parts of the country who were walloped with exorbitant overage fees -- more than \$1,500 in one case -- for broadband they insist they couldn't possibly have consumed.

Comcast's response in all cases (surprise!) was to tell customers the meters were accurate and should not be questioned. "We know that our meter is right ... with our meter, we give you a guarantee that it is perfect," a Comcast customer service rep insisted to a subscriber who disputed data charges. Who says the customer is always right?

Comcast is so confident about the accuracy of its meters because NetForecast, the firm that Comcast pays to conduct periodic assessments of its usage meters, conducted measurements in 55 homes last year -- an infinitesimal fraction of Comcast's 23.8 million broadband customers -- and found that Comcast met its goal of 99 percent accuracy.

Tech-savvy customers often turn to third-party firmware like DD-WRT to measure their usage. One subscriber has used free Tomato firmware to measure his Comcast data usage since mid-2013 and found repeated discrepancies -- with Comcast's data meter frequently producing readings at least 10 percent higher than his own readings -- and on occasion as much as 52 percent higher. At other times Comcast's readings were lower than his own or nearly identical. The company never gave any official word on what could have caused the differences.

In no case of disputed overage charges would the company provide proof the data was consumed or say what websites it was used on or by what method it was measured. "If Comcast, the nation's largest internet provider, can't determine what's pushing its subscribers over their data caps, why should customers be expected to figure it out on their own?" Ars asked.

This is not a new problem -- it's been going on for years. ISPs have an obligation under the Open Internet Transparency Rule to disclose accurate information about the performance and cost of their

services. If they are unable to provide that, there's a simple solution to usage meter problems: Abolish caps.

They exist solely to price gouge users

The accuracy of usage meters is only part of the problem with data caps. Fact is, caps on home broadband use aren't necessary in the first place. Data caps are the result of ISPs taking full advantage of a lack of competition in the broadband market to gouge consumers.

Back in 2012, a law was submitted in the Senate that would have restricted ISPs' use of data caps solely to addressing network congestion. The Data Cap Integrity Act came in response to a study from nonprofit group The New America Foundation, which concluded that data caps on broadband usage serve only to bilk customers and stifle online innovation, rather than ensuring that internet data travels the network lines unfettered.

Comcast admitted to the FCC in a disclosure document that data caps "do not address the issue of network congestion, which results from traffic levels that vary from minute to minute." A Comcast exec admitted caps are a "business policy" rather than a technical necessity.

Instead, Comcast likes to claim, data caps are about "fairness," to ensure that customers who use more pay more. But a study from the National Bureau of Economic Research found that people on unlimited data plans effectively pay less per gigabyte of data compared to those on metered plans -- about \$1.68 versus \$3.02, respectively, or a difference of nearly 80 percent. And you don't see Comcast offering to reimburse the difference to customers who consume less than their data allowance each month. Where's the fairness in that?

"Supporters of internet data caps want to have things both ways: admitting that the monthly usage limits have nothing to do with congestion, while simultaneously arguing that those who use the most should pay more (but not that those who use the least should get any discount)," Consumerist writes.

Americans already pay some of the highest broadband rates in the world. Increasingly, ISPs are gauging subscribers with overage fees on top – or urging customers to sign up for an unlimited data plan, which in Comcast's case adds a whopping \$50 more per month.

A Pew Research Center study found that adoption of home broadband has plateaued at 67 percent of Americans, down slightly from 70 percent in 2013. The monthly cost of service is cited by non-adopters as the most important reason for not having home broadband, even though not having service is seen by two-thirds of Americans as a major disadvantage to finding a job, getting health information, or accessing other key information.

Comcast's profit margins on high-speed Internet exceed 90 percent, and Time Warner Cable's broadband margins were 97 percent in 2013, CIO reports. Comcast posted its strongest earnings in years, racking up a \$2.13 billion profit on revenue of \$18.8 billion in the first quarter. The company's expanding use of data caps will ensure that revenue stream continues to grow.

Discourage cord cutting and limit innovation

As I wrote last week, "cable providers are pulling out the stops to make [cord cutting] an expensive proposition. Broadband data caps have become streaming's Achilles' heel."

A study from The New America Foundation found that data caps undermine competition by discouraging consumers from turning to services like Netflix, Hulu, and Crackle. Another point of contention: The streaming services offered by ISPs like Cox and Comcast are exempt from their data caps, while streaming from rivals like Netflix and YouTube is not.

Research from the National Bureau of Economic Research shows home broadband data caps have a dramatic effect on consumer behavior. "We see people pull back substantially when the possibility of overages comes up," Jonathan Williams, co-author of the paper and an assistant professor of economics at the University of North Carolina at Chapel Hill, told the Washington Post.

The Government Accountability Office (GAO) has raised concerns that usage-based pricing could cause consumers to limit their use of data-heavy content and applications. Limiting heavy users could in turn "limit innovation and development of data-heavy applications," the GAO warned.

The New America Foundation report concurred: "The future [of the internet] is not just about streaming movies or TV shows, but also access to online education or telehealth services that are just starting to take off. Capping their future may mean capping the nation's future as well."

No market recourse for broadband users

The root cause for data caps -- apart from greed -- is that the U.S. broadband market is growing ever less competitive. Last year the Justice Department noted that 70 percent of U.S. homes have access to only one or no provider that offers 25Mbps speeds -- the standard definition of broadband. Thanks to industry-backed/written state laws banning competition from municipal broadband, that situation is unlikely to improve any time soon.

Participants in the GAO focus group on home broadba

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**Ticket: # 1275461 - No more data caps**

**Date:** 10/19/2016 6:57:59 AM

**City/State/Zip:** Leavenworth, Indiana 47137

**Company Complaining About:** Comcast

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## **Description**

Please end this. In 2008 I lived in South Korea. for \$38 per month I had 100MB fiber connection ran straight to my house. When I did a speed test I would get 98MB down and 78Mb up. Online streaming sites was the only way for us to enjoy American content. Why cant I have internet like this in the US in 2016? What good is having a 300 down 22 up connection if I can only have 1TB per month. I have internet cameras installed in my retirement home in Indiana. All together they generate 3gb per day in traffic. I should be able to have a constant video feed to my home in Indiana if I want to. Under these data caps. If I ran a 720p feed it would use over 68% of my data cap. Do these companies really expect a family of five to only get by with this. What happens 3 years from now when everyone is streaming the 8K football game that uses 14GB per hour. Please save us from this crap.

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**Ticket: # 1275563 - Comcast Data Cap and throttling data**

**Date:** 10/19/2016 8:56:35 AM

**City/State/Zip:** Lake Jackson, Texas 77566

**Company Complaining About:** Comcast

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## **Description**

Comcast's use of throttling of Data and use of Data caps is in direct conflict with prioritization of traffic. Comcast has chosen it's cable service over the rights of those who have purchased internet service. Considering its market share of internet consumers, which should have been never allowed to happen, it is a monopoly presently price gouging customers "because the can". Data caps have nothing to do with helping their customers "because few people using more data than others " with the issue of network being overloaded. I'm tired of getting screwed by these companies who have been given grants "tax payers money" and then screw over the people have given them money. As to throttling data, never has a company been able to deceive its customers selling one thing then giving them another. Its not like Ford is allowed to sell you a GT40 and then deliver a Focus. So why are these hucksters allowed to get away with this?

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**Ticket: # 1275574 - Stop Cable/Internet Data Caps**

**Date:** 10/19/2016 9:07:00 AM

**City/State/Zip:** South Lyon, Michigan 48178

**Company Complaining About:** Comcast

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**Description**

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

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

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

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[Ticket: # 1275699 - Please stop Comcast data caps](#)

**Date:** 10/19/2016 10:35:17 AM

**City/State/Zip:** Detroit, Michigan 48216

**Company Complaining About:** Comcast

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## **Description**

I'm writing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1275790 - Comcast Data Caps**

**Date:** 10/19/2016 11:10:42 AM

**City/State/Zip:** Lake Worth, Florida 33463

**Company Complaining About:** Comcast

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## **Description**

I object to this new policy of capping internet usage. My generation is one that has cut most cables, our main phones are our cell phones, it is also a source of entertainment. With data caps on cell phones we rely on our home internet for the data on our phones, for the entertainment from our gaming consoles, Netflix, shopping. It has truly become a public utility much like electricity. Could you imagine if there was a cap on how much electricity you used a month or would be hit with extreme overage fees? With everyone using internet these days more and more companies have started requiring ads before watching videos (such as YouTube) which eat up that data on top of it. With Comcast being about as close to a monopoly (you have few real options if you want to have any internet that is feasibly usable) the government needs to do something to stop them from unfairly capping their customers.

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**Ticket: # 1275827 - Unfair Data caps from ISP**

**Date:** 10/19/2016 11:28:13 AM

**City/State/Zip:** Sacramento, California 95828

**Company Complaining About:** Comcast

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## **Description**

I'm writing in for FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1275852 - Eliminate Data Caps**

**Date:** 10/19/2016 11:38:11 AM

**City/State/Zip:** Denison, Iowa 51442

**Company Complaining About:** Comcast

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## **Description**

I have recently learned that Comcast will be enacting data caps of 1TB/month in my area. I find it unreasonable that a company try and "ration" something such as bits of data that flow freely through an infrastructure that customers already pay for through their monthly premium. Data caps hurt the consumer's ability to choose additional services that require high bandwidth, such as media streaming, telecommuting, file backups, and more. It hurts our economy as a whole as people give up services that they would otherwise pay for.

The Internet is not something that should be closed off, capped, or restricted from anyone anywhere on the planet. The Internet is no longer a luxury and according to the recent ruling from the US Court of Appeals and supported by the FCC, broadband internet has been declared as an essential utility, much like electricity. Comcast is implementing new nation-wide data caps on November 1st, and they are a violation of freedom of speech and personal liberty. The internet is a basic human right in the modern era, and no entity has the right to restrict it.

Data caps are unreasonable and unlawful.

ANY cap is unacceptable, because data per se is an UNLIMITED resource. ALL data caps are 100% arbitrary and this can easily be proven with the laws of physics. Bandwidth is the limited resource. Congestion can ONLY happen by over-saturation of bandwidth. When ISPs start capping services, they are not trying to prevent congestion, instead they are arbitrarily limiting your service to for profit. This allows them to negate competition based on quality of service, and will allow them to 'compete' on arbitrary restrictions, ultimately for the worse of all customers.

There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps are not about network congestion. Instead, Comcast claims these data caps are about "fairness," and do not serve a traffic management function. They have been described alternatively as a way to align consumers' use of the network with what they pay. As a method of price discrimination however, data caps and usage based pricing are redundant to the speed tiers that consumers are used to. The broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes.

By exempting only its own online video application from the cap, Comcast gives their own services an advantage over all competing online video applications.

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**Ticket: # 1275855 - Comcast data caps**

**Date:** 10/19/2016 11:38:35 AM

**City/State/Zip:** Boynton Beach, Florida 33436

**Company Complaining About:** Comcast

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## **Description**

I was just informed that Comcast is imposing data caps on my internet service at 1TB.

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

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[Ticket: # 1275862 - Comcast Xfinity Internet](#)

**Date:** 10/19/2016 11:40:02 AM

**City/State/Zip:** Colbert, Washington 99005

**Company Complaining About:** Comcast

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## **Description**

Comcast now has a 1 TB data cap. The point of having home internet used to be unlimited and with the internet of things and streaming HD video consuming this amount of data isn't unheard of. This is just corporate greed, just wait for Verizon and others to follow suit, then advertise their services "xfinity watch tv" as free of charge.

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**Ticket: # 1275923 - Comcast's 1TB Data Cap**

**Date:** 10/19/2016 11:55:24 AM

**City/State/Zip:** Jacksonville, Florida 32256

**Company Complaining About:** Comcast

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**Description**

Comcast is beginning to impose a 1TB DATA cap on internet starting November 11st. To me this is a blatant cash grab on the monopoly they already have in my area. There is no reason for a data cap. As they said in their email they sent out "99% of people do not exceed this limit". If this is the case, why would they impose the cap? Whether I use 23MB of internet or 2 TB A La month should not make a difference. I feel this is a setup to implement internet data plans in the future, very similar to the way cellphone companies did the same with the transition from unlimited plans.

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**Ticket: # 1275944 - Xfinity Data cap**

**Date:** 10/19/2016 12:03:23 PM

**City/State/Zip:** Orlando, Florida 32817

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am writing to you today about the recently established data cap that Comcast is imposing on the majority of their consumers. In the age of technology, there should not be a cap on the usage of data on any consumer. We should not have to worry about going over a cap while we are using the internet for homework, streaming etc. It is extremely concerning that in parts of the nation, Comcast is the only internet provider. What happened to free market and competition? There isn't any. Comcast is a monopoly and will continue to operate as a monopoly until other competitors are able to move in and provide internet to these areas. Is it not concerning that in most areas this is the only option for internet? Comcast is frequently viewed as one of the worst companies in the world and yet they still are sucking money from out of the consumers pockets. I believe the data cap is unlawful and Comcast is using this as just a money grab by a corrupt company who does not care about their consumers. They did not care about data caps until they realized that a growing number of consumers are cutting the cord and going to internet only. Then they decided to enact data caps to restrict users from freely accessing the internet that we already pay too much for and does not guarantee the speeds we paid for. If we go over our cap, we would have to automatically pay 200 dollars and most families cannot afford that on top of the low quality internet that they overcharge for already. I am asking that you please consider stopping this greedy corporation from establishing this cap as it will effect the majority of Americans and further increase our distrust in corporations such as Comcast. I would not be writing to you if I did not find this issue so troubling. If I had any other options, I would not have chosen Comcast as my internet provider. They were the only provider in my area and it is downright appalling how they essentially have created a monopoly on internet service.

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[Ticket: # 1275967 - Comcast Cable Internet Data Cap](#)

**Date:** 10/19/2016 12:09:25 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast's data cap is arbitrary and serves no purpose other than to profit off of those who choose not to utilize their cable packages.

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**Ticket: # 1275973 - Comcast Data Caps****Date:** 10/19/2016 12:12:09 PM**City/State/Zip:** Jacksonville, Florida 32256**Company Complaining About:** Comcast

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**Description**

Comcast has decided to implement a data cap of 1 TB per month in the Jacksonville, FL area. They are planning on charging \$10 per 50GB over the 1TB. This is egregiously overpriced, especially considering the anti-competetive nature of their business and already preposterous profits. This is a blatant money grabbing scheme that is anti-innovative and should be banned immediately. No other utility could ever get away with such absurd actions as this. The caps are completely artificial. They claim that only 1% of user reach this cap but they fail to mention that internet usage will be climbing substantially in the years to come with the introduction of 4k video streaming services. This is a further step on their long history of price gouging and thievery. They claim this will increase innovation but with the monopoly they have and artificial caps in place innovation will plummet while their profits climb.

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[Ticket: # 1276002 - Comcast data capping](#)

**Date:** 10/19/2016 12:19:09 PM

**City/State/Zip:** Jacksonville, Florida 32216

**Company Complaining About:** Comcast

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## **Description**

Comcast issued me a statement via email that they will be data capping my internet connection starting November 1st. They own the only viable broadband internet to my residence in Jacksonville Florida. Please PLEASE stop them from setting caps on my only option for ISP.

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**Ticket: # 1276078 - Comcast Data Cap**

**Date:** 10/19/2016 12:39:14 PM

**City/State/Zip:** Jacksonville, Florida 32246

**Company Complaining About:** Comcast

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**Description**

I'm deeply concerned about the nature of the data cap Comcast instituted in Jacksonville and elsewhere in Florida, per an email sent out by them this morning. While I'm currently well under the cap limit, I recognize that online gaming and streaming of 4K content are both activities I enjoy and that will grow in usage. Also, while I'm presently a one-person household, that will be changing next year, and it's easy to see how this rule most directly impacts larger families.

I would completely understand a rolling data cap being instituted, at the level of 90th-95th percentile usage on a semiannual basis, but instituting a hard cap on a service that has no effective competition in my market and many others can only serve to inhibit competition, as Comcast seeks to drive customers to its own content and obstruct them from using their service to do otherwise.

Please investigate this new policy and consider any possible courses of action to ensure that consumers aren't harmed, while also ensuring Comcast retains the right to reasonably balance its network load. Please also continue in your efforts to promote competition in the broadband space, including efforts by both other companies and municipalities to provide service in areas where just one or two options for modern-speed internet access presently exist.

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**Ticket: # 1276096 - Comcast Internet Data Caps**

**Date:** 10/19/2016 12:43:31 PM

**City/State/Zip:** Jacksonville, Florida 32225

**Company Complaining About:** Comcast

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**Description**

The cost of internet service through Comcast is already high, and now they are implementing data caps. Previously the internet service I have through Comcast has been for and advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers", and not for controlling network congestion.

The FCC required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast must not be allowed to operate as a monopoly with the benefit of charging its customers by changing the service terms for a service that they pay an already high price for.

Comcast is attempting to create further profits based on their monopoly power while the Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012)

Comcast is also using scare tactics to pull even more money out of their customers. They are threatening overage charges up to \$200 a month unless you agree to pay an extra \$50 a month to avoid any overage charges.

It is time that the FCC regulate internet service providers as a utility like telephone companies.

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**Ticket: # 1276150 - ISP Data Caps**

**Date:** 10/19/2016 12:59:46 PM

**City/State/Zip:** Washington, District Of Columbia 20011

**Company Complaining About:** Comcast

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## **Description**

I'm discouraged to learn that Comcast continues to add data caps to consumers' home cable internet plans. This is a clear attempt to stifle innovation and competition from streaming content providers. I've also read Comcast plans to exempt their own streaming content from their data caps. I believe this violates net neutrality and frankly find it outrageous.

These guys are crooks with decades of the worst customer service of any corporation in America. Please don't let them spin their webs to trap American consumers with their terrible service and high prices.

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**Ticket: # 1276216 - DATA CAPS**

**Date:** 10/19/2016 1:22:02 PM

**City/State/Zip:** Raleigh, North Carolina 27607

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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**Ticket: # 1276348 - Comcast Data Caps**

**Date:** 10/19/2016 1:59:49 PM

**City/State/Zip:** Lake Worth, Florida 33467

**Company Complaining About:** Comcast

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**Description**

Comcast is planning to roll out data caps in my area, taking advantage of their monopoly to suppress competition and gouge customers for more money on a service that we are already paying for. Please stop this already!

As a remote worker in the high tech space with 6 people in my home, I selected the highest tier of Internet service from Comcast. Not only are they unable to deliver the speeds that I pay for at peak times, now they want to charge me extra for consuming less data than I should have based on the plan that I signed up for. How is this legal?

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**Ticket: # 1276574 - Comcast Data Caps****Date:** 10/19/2016 3:03:30 PM**City/State/Zip:** Greenacres, Florida 33413**Company Complaining About:** Comcast

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**Description**

Comcast is enabling data caps on my account and others in my area. The problem with this is they are limiting our ability to choose what products I want to use and how much. Of course if I use their TV, or their streaming service then it won't count against the cap. Choose Netflix or Hulu or something else and now I have to pay... A lot more. I pay \$50 currently for internet and to get unlimited I have to pay another \$50 or risk getting charged up to \$200 in overage fees and rates. That's a 100% increase in my bill minimum. On top of that Comcast is the only real provider in my neighborhood for actual high speed internet. At&t has admitted to me they can't really get higher than 10-20 megabits to my house. Verizon isn't available, google isn't available, there are very few to no options. So if I want to continue to have high speed internet I need to allow Comcast to double my bill. This is unfair usage and monopolizing on the internet. They are forcing who I'm allowed to use for services.

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**Ticket: # 1277750 - Comcast: Data cap**

**Date:** 10/20/2016 2:55:55 AM

**City/State/Zip:** Galt, California 95632

**Company Complaining About:** Comcast

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## **Description**

I got an email from Comcast letting me know they're implementing a 1TB data cap next month and included the fees they will be charging for overages. I am still in a 2-year contract and cannot afford additional fees or the cost of upgrading to their unlimited plan they are creating. They told me my average data usage for the last 3 months was 977GB/month and that less than 1% of customers go over the 1TB mark. Comcast thinks it is fair as they say "Those who use more Internet data, pay more. And those who use less Internet data, pay less." That is not entirely true. Those who use less pay the same they were paying before, and those who use more must pay more. There is only 1 data cap no matter what internet package you have.

I am against the data cap, overage fees, and the way Comcast is handling the entire deal.

I am a loyal customer; I pay my bill every month and I have never missed a payment. Coming near to the end of my 2-year contract, I get an email saying they are adding a 1TB data cap to my plan, with a \$10 fee for every 50GB over, that can reach up to \$200 per month. That's slightly more than my bill is already, and adding that would double it.

Or I can pay 25%-30% (\$50) more to upgrade to an unlimited plan, and have no worries about getting hit with extra fees.

I understand they are doing this because people are "cutting the cable," but I am not cutting the cable, and I have the highest internet package they had to offer with their middle package for TV. It is not fair that I am paying to make up for their lost customers.

Also, they say that using their On-Demand service and DVR will NOT count towards my data usage; which is an attempt to get their customers to use that, rather than their competition (such as Hulu, Netflix, Youtube, etc). Per Public Knowledge, that exemption is a straight-up violation of the merger conditions the FCC placed upon Comcast when allowing them to buy NBCUniversal back in 2011, and is "inconsistent" with the Open Internet Rule (net neutrality)

Comcast's actions could harm consumers by turning the online video distribution marketplace from an open and competitive market to one dominated by cable incumbents such as Comcast.

Because I have their highest internet package, I feel it is wrong to be limited to how much I can use. I am paying for high-speed internet, but if I run out of their allotted allowance, I am given a week before the end of the month to unplug my modem or pay newly added fees.

I have a household of 6 people. We have 5 desktops, 3 laptops, an iPad, an iPod, 3 iPhones, 2 Samsung phones, an Xbox One console, and an Xbox 360.

We play a lot of video games, and I don't feel that it is fair to have overage fees for playing video games, while Comcast is trying to make up for lost customers due to "cutting the cable."

What will happen when we move on to gigabit? 1TB data cap won't last long with gigabit bandwidth. Technology advances very quickly and we are headed to gigabit internet, soon.

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**Ticket: # 1276897 - Data caps**

**Date:** 10/19/2016 4:38:45 PM

**City/State/Zip:** Orange Park, Florida 32065

**Company Complaining About:** Comcast

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## **Description**

I'm writing FCC Chairman Wheeler to urge him to stand with Internet users and pass strong, loophole-free rules against so called Data Caps. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see higher revenues and profits with lower costs overall and there's no argument that these caps are based on any "fair" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1276924 - Data Caps**

**Date:** 10/19/2016 4:46:46 PM

**City/State/Zip:** Jacksonville, Florida 32256

**Company Complaining About:** Comcast

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## **Description**

I know this has been in a test market but it seems as though they are slowly expanding it or making it nationwide. Comcast has added a data usage cap to their broadband internet. To me this breaks the rules of net neutrality, as it limits what you are able to do on the internet now. Even with a 1 TB cap which the defense they use is that <1% of consumers use this amount, the only thing is as our society moves towards more towards digital only, this becomes a huge problem. Streaming 1080p videos takes 4-5 GB per hour and 4k videos which are becoming more common can go up to 20-30GB an hour. That's not even including if you are downloading games or anything like that. A typical PS4/Xbox One game is around 30-40GB of space if not more now. Data caps for broadband plans are not in accordance with net neutrality and this needs to be made illegal for companies to do this. Please protect our right to data and do not let big companies determine what we can or cannot do on the Internet.

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[Ticket: # 1276932 - ComCast Data Cap](#)

**Date:** 10/19/2016 4:47:24 PM

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

**Company Complaining About:** Comcast

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### **Description**

ComCast is going to impliment a data cap in my area of 1TB this is going to limit what I use my internet for such has Netflix and online video, Online gaming, data backup from carbonate. I believe this is unfair and I have no other provider in my area.

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**Ticket: # 1277002 - Internet Data Caps**

**Date:** 10/19/2016 5:12:15 PM

**City/State/Zip:** Centerville, Minnesota 55038

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently advised me that it is imposing data caps on my account.

Data caps are a violation of the ideals of the open internet and they are a blatant violation of fair competition, since it limits the amount of video streaming that is available from video companies that compete with Comcast's other core business, it's television service. This needs your regulatory attention since, as you know, Comcast is a virtual internet monopoly in most of the areas it serves.

Thank you.

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**Ticket: # 1277095 - Comcast data cap is not right. STOP IT!**

**Date:** 10/19/2016 5:47:51 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is enacting data caps that are going to do nothing but hurt consumers. Here is a short list of reasons why:

Lack of consumer choice due to local monopoly

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

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

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

This is blatantly anti-consumer

Additionally there have been reports that Comcast's "data monitors" do not record accurate usage information and am concerned about the lack FCC regulated data consumption measurement standards.

Do whats best for American citizens and stand against this!

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**Ticket: # 1277521 - Open Internet**

**Date:** 10/19/2016 9:29:54 PM

**City/State/Zip:** Portland, Oregon 97240

**Company Complaining About:** Comcast

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## **Description**

Comcast has essentially a monopoly in my area. Once they were able to kill a bill in the Portland OR area which prevented Google Fiber from being implemented, they've rolled out their data caps. It costs Comcast absolutely nothing for an end user to be using more bandwidth. There is no reasoning for these charges to be implemented.

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**Ticket: # 1277245 - Comcast Data Cap**

**Date:** 10/19/2016 6:50:10 PM

**City/State/Zip:** Fort Myers, Florida 33967

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about the Comcast 1 terabyte data cap for myself as a customer of their internet service.

This data cap is unreasonable because data usage will increase over time by the nature of advancing technology.

This data cap will limit the type and quantity of internet data that the population will be able to use, and will create increased class disparity. At the same time the service providers have already paid for their costs.

Allowing Comcast to throttle internet data represents not only demonstrates a complete and total lack of understanding at how technology develops and changes with time, but also the lack of consumer choice due to their local monopoly in my area, lagging behind the rest of the world in broadband availability and cost to consumers, the importance of the internet for children and young adults to participate in school and for everyday people to participate in the modern economy, and is blatantly anti-consumer. Further, this is not a "value-added" service. It's the same service I've always paid for, and now I'll be forced to pay more for it.

How much would you pay for unlimited access to the entirety of human inheritance, knowledge, and experience? Comcast is betting you'll pay a lot.

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[Ticket: # 1277270 - recent comcast/xfinity data usage plan --- aka data caps](#)

**Date:** 10/19/2016 6:55:51 PM

**City/State/Zip:** Monroe, Washington 98272

**Company Complaining About:** Comcast

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## Description

Dear FCC,

Comcast recently rolled out a 1TB usage plan which is really enacting data caps on all of it's existing plans.

This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is:

- 1) not interested in upgrading existing infrastructure,
- 2) wishes to take advantage of tiered usage through bait-and-switch,
- 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access and
- 4) are positioning themselves to stifle forward innovation and limit the adopting of technologies such as 4k streaming, IoT, media sharing, and application/service delivery.

The arguments that this service should be like a utility don't make sense either. The current plan only punishes usage of their service but doesn't reduce cost materially when the service isn't in use.

Further studies have show that our Internet services continue to falter behind other nation's and yet costs 3.5x more than it does in Europe for similar service.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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[Ticket: # 1277456 - Data caps](#)

**Date:** 10/19/2016 8:37:22 PM

**City/State/Zip:** Tallahassee, Florida 32303

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a data cap in my area. I disagree with this action. Limiting the usage of the internet for the amount of data is against the idea of unlimited knowledge and learning. Internet provides us with a means to the open world and Comcast is hell bent on try to cash in on every opportunity. FCC please do your job and help the American people out. These data caps are spreading and nothing is being done to prevent Comcast from putting the burden on there customers.

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[Ticket: # 1277501 - Data cap with xfinity/ comcast](#)

**Date:** 10/19/2016 9:11:08 PM

**City/State/Zip:** Green Cove Springs, Florida 32043

**Company Complaining About:** Comcast

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## **Description**

They are planning to set a data cap on our home Internet. I feel like capping something as essential and necessary to function in day to day life as Internet use is wrong. If it was a luxury still as it was in the past and not a necessity as it is now it wouldnt be such a big deal.

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[Ticket: # 1277532 - Data cap 1 TB](#)

**Date:** 10/19/2016 9:39:14 PM

**City/State/Zip:** Minneapolis, Minnesota 55411

**Company Complaining About:** Comcast

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## **Description**

Comcast is issueing data cap limit 1TB checking the comcast app state that I use 963 GB. I got a big family of 6, we use the internet watching t.v. online (sling tv)or as downloading games and that consume data. And with this cap will limit my use of it until my next bill cycle or charge more for data like if where cellphone company

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[Ticket: # 1277587 - Xfinity data caps](#)

**Date:** 10/19/2016 10:28:27 PM

**City/State/Zip:** Kissimmee, Florida 34744

**Company Complaining About:** Comcast

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## **Description**

How its this company allow to set data caps on its costumers without their agreement and without any basis. To make matters worse you have allowed this companies to monopolize markets so competition is none exitant, creating a monopoly of extortion on its costumers. Were did the freedom of internet act went to, this is in clear violation of that, this is a fisgrace and shows how corrupt and bought out or government entities have become.

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**Ticket: # 1277618 - Comcast Data Cap**

**Date:** 10/19/2016 11:07:41 PM

**City/State/Zip:** Channelview, Texas 77530

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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**Ticket: # 1277644 - Comcast Data Cap**

**Date:** 10/19/2016 11:36:04 PM

**City/State/Zip:** Houston, Texas 77062

**Company Complaining About:** Comcast

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**Description**

Comcast notified me recently that I soon be susceptible to a 1TB / 1024GB data cap. When I signed up for my service, no such cap existed. I signed a 2-year agreement with Comcast, and now they are changing to way they want to deliver that service. There is no valid reason to implement a data cap on my service. If I want to achieve the same level of service I had previously, I must now pay an extra \$50 per month for unlimited data - even though that is what I already agreed to pay for.

<https://customer.xfinity.com/help-and-support/internet/data-usage-plan-opt-out>

I pay for premium internet speeds - 250Gbps. That means if I wanted to use the full speed of the service I pay for, I would reach this new Comcast cap in less than 10 days. Now keep in mind, that is if I am only downloading data. Comcast is not being very clear, but their new data cap is upload and download combined.

<https://customer.xfinity.com/help-and-support/internet/data-usage-what-counts-towards-my-data-plan>

Please enforce the free and open internet that we all want and need and help me get the service that I have already paid Comcast to provide.

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**Ticket: # 1277647 - Comcast Data Cap**

**Date:** 10/19/2016 11:38:35 PM

**City/State/Zip:** Little Rock, Arkansas 72212

**Company Complaining About:** Comcast

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## **Description**

Data caps are COUNTER to net neutrality. They unfairly position Comcast's own media services (which are not "capped") over the internet services they compete against. It has also been shown that they are not being used for bandwidth management purposes.

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**Ticket: # 1277666 - Data caps by internet and TV monopolies such as Comcast**

**Date:** 10/20/2016 12:00:11 AM

**City/State/Zip:** West Palm Beach, Florida 33409

**Company Complaining About:** Comcast

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## **Description**

Data usage cap should be made illegal because they are unfair to the consumer that has already no choice with it comes to internet and TV services, it also hurts hundreds of services and businesses that rely on the internet. Data cap usage also cripples innovation. You can forget about 4K TVs as they will consume more data streaming 4K contents. Consumers will not buy them forcing tech companies to stop making them.

Please take this into account, data cap is death.

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[Ticket: # 1277736 - Comcast is ridiculous - data cap](#)

**Date:** 10/20/2016 1:59:46 AM

**City/State/Zip:** San Francisco, California 94107

**Company Complaining About:** Comcast

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## **Description**

They just tried to sell me a "feature" of adding a data cap to my internet as the principle of "fairness" but without reducing my monthly bill. How is that fair?

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**Ticket: # 1277751 - Comcast Data Caps**

**Date:** 10/20/2016 3:09:42 AM

**City/State/Zip:** Denver, Colorado 80224

**Company Complaining About:** Comcast

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**Description**

Comcast's data cap policy is a flawed anti-consumer measure that's a blatant anti-competitive measure against competitor services such as Netflix and Hulu.

Why this is flawed:

1.) There is no guarantee of accuracy or transparency, I may be charged extra for a service based on a metering method that's contracted out to a third party with no guarantee of transparency or accuracy. Unlike electricity which has a third party government agency monitoring the measuring methods Comcast has no such restriction.

2.) Users have little choice in what ISP they must subscribe to:  
In a market with proper competition I could simply go to a competitor who does not employ such a draconian policy, unfortunately even in a major city all competitors besides Comcast don't even meet the legal definition for broadband. My livelihood rests on a modern connection so I have no choice but to go through Comcast, it's functionally a monopoly.

3.) Discourages cord cutting and stifles competition:

This is a direct anti competitive measure against companies that compete directly with Comcast in the entertainment business. This measure is essentially a streaming tax with no extra services rendered with a shaky justification that crumbles under the barest of scrutiny for those that "cut the cord" and have only an internet connection in their homes.

If the FCC prevented Charter and Time Warner from imposing data caps as a prerequisite to their merger why does Comcast get a free pass in this matter?  
I urge the FCC to take measures against this practice.

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[Ticket: # 1277777 - ISP changing contract and imposing data caps](#)

**Date:** 10/20/2016 5:11:28 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast sent me an email that effective November 1st there will be a new data cap imposed on my internet service. This is unacceptable and it will severely limit my ability to use Internet based streaming services.

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**Ticket: # 1277902 - Follow up Re: Complaint 1203569**

**Date:** 10/20/2016 9:04:53 AM

**City/State/Zip:** Fort Lauderdale, Florida 33317

**Company Complaining About:** Comcast

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## **Description**

Regarding complaint #1203569, Comcast did contact me and they explained that lost packet issues and the routers request to resend does not use data. I have to take their word for it since a packet to re-request is in fact data originating from the router -- However in their letter they stated that they explained to me that "the data cap" is there to help keep costs down and some how implied I was still ok with it.

This isn't 1999. Data cap restrictions of any kind I believe is criminal. 1 TB of data through their nodes costs them as much 2 TB. Their infrastructure is paid for. They are making a profit right now WITHOUT data cap limits in MOST areas. I do not agree with their scheme to get richer. I said it would be BEST to have more aggressive plans. Especially with 4K TVs on the rise, and 4k programming available ONLY through Internet. Comcast is trying to beat consumers into the stone age with this archaic limit idea. They need to be stopped.

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[Ticket: # 1277946 - Comcast data caps](#)

**Date:** 10/20/2016 9:31:59 AM

**City/State/Zip:** Westland, Michigan 48185

**Company Complaining About:** Comcast

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## **Description**

At the end of the month. I'm added with a data cap that I never signed up for.

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**Ticket: # 1277980 - Data Caps**

**Date:** 10/20/2016 9:51:42 AM

**City/State/Zip:** Denver, Colorado 80210

**Company Complaining About:** Comcast

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## **Description**

Comcast recently announced data caps. I believe data caps are a power play by cable companies who couldn't get their way in Net Neutrality cases. Looking at their figures, only a small percentage of their users consume at or above the data cap, but then why is there a need for a cap? I believe it's just a way for them to gain ground such that they can "optimize" their caps in the future to cause an increase in overages and maximize their profitability. We shouldn't allow a company to game the system like this. Their goal is monopolization and allowing them even an inch in this space will enable them to take miles upon miles over the years.

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[Ticket: # 1277998 - Xfinity \(Comcast\) is imposing data caps](#)

**Date:** 10/20/2016 10:00:31 AM

**City/State/Zip:** Tallahassee, Florida 32312

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing data caps on my internet service at 1TB. This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

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[Ticket: # 1278077 - Data Caps are forcing me to pay \\$40+ extra a month](#)

**Date:** 10/20/2016 10:38:44 AM

**City/State/Zip:** Mckinney, Texas 75071

**Company Complaining About:** AT&T

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## **Description**

AT&T has recently implemented a data cap system of 1024 gb of data you can stream a month. Not only is there any logical reason behind it, they want me to pay more money in order to make my data unlimited. Their reason behind even starting the data caps is that too many people on one network cause it to slow down. There is no proof behind this and they are just doing it to make money. AT&T needs to either get rid of these ridiculous caps or make them more friendly to Internet users that use up to 2 tb of data a month. They are monopolizing on a market and forcing more people to pay more money to get the same basic service.

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**Ticket: # 1278144 - Comcast data caps**

**Date:** 10/20/2016 11:11:12 AM

**City/State/Zip:** Los Altos, California 94024

**Company Complaining About:** Comcast

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## **Description**

Comcast recently introduced a data cap for me. While I'm usually below that cap, they want \$50 extra per month to give back the freedom I used to have.

While I recognize that a private company in theory should have the right to do whatever they want since I'm not forced to buy this, I don't think that applies here. Comcast has a de facto monopoly on providing fast internet in the Los Altos, CA area. Local, state, and federal governments have made it extremely difficult if not impossible for companies like Google to provide their 10x faster unlimited data internet (which is cheaper by the way) due to regulations. Thus, Comcast has an effective government-supported monopoly and should be treated as a common carrier of internet data.

The internet is vital to the success of the economy and placing artificial limits on land-line connections is a step too far. How can companies like Netflix or Youtube/Google expect people to start using 4K video streams or the next great improvement with data caps based on "covering 99% of 2016 usage"? If they made these caps 10 years ago, they'd be 50 GB and people would go over their Netflix usage within a day. Except they wouldn't because there would be no Netflix at all. There'd be no video streaming market, a market a Google search tells me is expected to be a \$70B market by 2021.

Not only is that just terrible for innovation and improvement, it directly impacts Comcast/NBC's bottom line by propping up the Cable and Broadcast television industries since usage of cable or antenna gives HD content without using any data. This violates violates the "Paid Prioritization" rule of the open internet standards set forth by the commission in 2015.

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[Ticket: # 1278188 - Comcast California 1TB internet data cap.](#)

**Date:** 10/20/2016 11:32:17 AM

**City/State/Zip:** San Leandro, California 94579

**Company Complaining About:** Comcast

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## **Description**

Unpleased with Comcast's new plan with a 1 terabyte data cap. As a household that cancelled cable TV in favour of Internet, our household uses quite the amount of data each month. We also decided because of our internet usage, we would pay extra and upgrade the speed to 200mb/s down to enjoy faster speeds and use more internet. Because of Comcast's new data cap, this basically neglects our reason to upgrade our internet. In the decade where we are booming in internet, where a lot of people prefer to watch videos online and ditch cable TV, I just feel like this is unfair for us.

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**Ticket: # 1278191 - Comcast Bandwidth Limits****Date:** 10/20/2016 11:33:09 AM**City/State/Zip:** Elkhart, Indiana 46516**Company Complaining About:** Comcast

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**Description**

Internet Data Caps from Comcast is my complaint. I believe this practice of setting "Data Usage Caps" for internet should be illegal. They are taking advantage of markets where consumers don't have other options for High Speed internet. Their argument that only 1% of users consume this much data (1 terabyte or more) is slowing down service for the other 99% is flawed and a lie. That is evident in markets where Google Fiber and other high speed internet options are available, suddenly Comcast is able to provide Much higher speed plans to its consumers with No data cap limits in place, and yet are able to provide these services to an entire region without bandwidth issues. They are price gouging us. In today's society, data usage is only going to go up, with High resolution 4k content on the horizon, no one will be able to stay under this artificial made up limit, and Comcast will benefit from overage charges.

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**Ticket: # 1278195 - 1TB Data Caps Unreasonable**

**Date:** 10/20/2016 11:35:16 AM

**City/State/Zip:** Elkhart, Indiana 46514-3439

**Company Complaining About:** Comcast

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## **Description**

I object to being subjected to a monthly arbitrary data cap for a service that incurs negligible incremental cost in order to provide in an unlimited fashion.

As a 1-person household who is a moderate user I often use 30-40% of the existing cap. If I were a power-user or had more people in my household, the cap would place an undue burden on me as a consumer.

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**Ticket: # 1278208 - Comcast Data Cap****Date:** 10/20/2016 11:41:25 AM**City/State/Zip:** Cape Coral, Florida 33904**Company Complaining About:** Comcast

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**Description**

Comcast will be imposing a 1 TB (Terabyte) data cap on my home internet connection beginning on November 1, 2016. This goes against any sort of net neutrality that the FCC has tried to protect. I am very angered by this data cap that will be imposed as I AM part of the "1%" that Comcast claims to go over the 1 TB limit they are imposing. I know other people that have already had this restriction imposed and as soon as they would hit the data cap, Comcast would mess with the HTTP connection to inject a message stating you have reached your limit (picture is included). That alone is very frightening and concerning as they have the ability to look into my traffic and inject their own content as they please, as I'm sure it is also illegal to mess with the customer connection and inject possibly malicious content into a data stream. I ask of Comcast to remove this restriction from all customers as the data cap only benefits them. It is ludicrous for a company to charge \$10 for every so many gigs over the data cap or to pay \$50 to remove the data cap, we have paid the same cost for a very long time for UNLIMITED internet access and to add on a cap and having to pay to get around it is unfair to the customer. The cap only benefits Comcast because they are making money by claiming it is to help the other customers who don't use much data, although their network should definitely be capable of handling the load of many people using large amounts of data at once. This is not about the customers in any way, it is about corporate greed.

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**Ticket: # 1278213 - Data Caps****Date:** 10/20/2016 11:42:50 AM**City/State/Zip:** Madison, Alabama 35756**Company Complaining About:** Comcast

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**Description**

I have been in a Comcast "test market" for years with a 300 GB data cap. This was upped (without my knowledge) to 2 TB (see <http://i.imgur.com/ZQMt7QP.png>). It has now been reduced to 1TB (again, without notification, consent, or any other communication). Please see <http://i.imgur.com/IHFZD1D.png> for the noted reduction without knowledge or consent.

1) 1 TB for a family (or a heavy single user) is absolutely ridiculous. In today's modern world of ever-increasing content resolution (4k here we come!) this cap will not be sufficient.

2) Data caps go against the FCC's open Internet rules. That is, data caps, although not specifically mentioned, "impair or degrade lawful Internet traffic on the basis of content, applications, services, or non-harmful devices."

Data caps are a restriction from Comcast for their dying cable tv business model to limit users from getting their content via streaming services (e.g. Netflix, Hulu, Amazon) instead of purchasing outdated, commercial laden cable tv. This data cap business model is solely to maximize profit while capping the user's open Internet (unless you wan to pay overage fees of course!).

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[Ticket: # 1278232 - Data Cap](#)

**Date:** 10/20/2016 11:51:26 AM

**City/State/Zip:** Gurnee, Illinois 60031

**Company Complaining About:** Comcast

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## **Description**

Comcast's new data cap should not exist. It is both unethical and immoral. Their regional monopoly over my area should be illegal. The data cap of 1 TB a month is way to low for people of the 21st century and needs to be gotten rid of.

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**Ticket: # 1278241 - Comcast Data Caps**

**Date:** 10/20/2016 11:54:14 AM

**City/State/Zip:** Colorado Springs, Colorado 80920

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently decided to impose data caps on their subscribers. I am writing to the FCC to voice my concern that, as I had contract with Comcast prior to their announcement of this imposition which at no point mentioned a maximum usage cap, Comcast has performed a bait-and-switch on their internet subscribers. By unilaterally altering the nature of the contract Comcast has, in my opinion, violated FCC regulations. Furthermore, the imposition of data caps has NOTHING to do with regulating traffic on Comcast networks, but rather is a cash grab by a company that enjoys something like a 97% profit margin on their internet services. Furthermore, I am asking the FCC to force Comcast to adhere to their multiple promises to deliver low cost, high speed internet as they sought approval for mergers and regional monopolies.

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**Ticket: # 1278246 - Anti-Competitive Data Cap**

**Date:** 10/20/2016 11:55:01 AM

**City/State/Zip:** Littleton, Colorado 80127

**Company Complaining About:** Comcast

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**Description**

Comcast has recently issued a data cap to my location, a house where the only "Competition" is slow and unreliable DSL. This cap is anticompetitive because comcast is exempting their own content from this cap. It goes against net neutrality and the FCC needs to do something about it.

They are going to say that a small majority of their customers go over the cap, and that might be true for right now, but data usage is constantly increasing and it will become more and more widespread.

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[Ticket: # 1278263 - Comcast Data Caps](#)

**Date:** 10/20/2016 12:00:53 PM

**City/State/Zip:** Wyoming, Michigan 49509

**Company Complaining About:** Comcast

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## **Description**

I feel that as a public utility Comcast should not be able to apply a data cap to the consumers internet.

This is just another thing to add to the list of terrible things Comcast does. They are a monopoly and incur fees and random charges without informing the consumer.

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[Ticket: # 1278314 - Comcast implements unfair 1tb threshold.](#)

**Date:** 10/20/2016 12:19:56 PM

**City/State/Zip:** Willard, Utah 84340

**Company Complaining About:** Comcast

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## Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

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

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

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**Ticket: # 1278281 - Comcast Data Cap****Date:** 10/20/2016 12:06:58 PM**City/State/Zip:** Grand Rapids, Michigan 49504**Company Complaining About:** Comcast

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**Description**

Comcast is currently implementing a data cap on our wireless service and charging for overages, which, 1., was never in our contract, and 2. only exists to extort users out of money in the promise of an "open internet". Paying \$50 for an overage is ridiculous, as \$50 is nearly the entire price of my bill. Living with 5 people in the same house, the data cap can easily be hit by us. Saying that only a certain number of their users hit this data cap is not an adequate reason and us using 1TB of data will not affect the speeds of those around us. Comcast also has no official way of measuring data used, and this business practice is sickening.

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**Ticket: # 1278395 - Comcast Data Caps**

**Date:** 10/20/2016 12:47:45 PM

**City/State/Zip:** San Ramon, California 94582

**Company Complaining About:** Comcast

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## **Description**

We all know why Comcast has implemented these data caps, it's an effort to silently combat Netflix and other TV streaming services. This is utterly ridiculous, look these days, let's say I were to purchase a couple of digital PC games, when I download them, it could be pushing near 200GB or over, already reaching 20% of my usage for the month. Netflix streaming with a family of four, that quickly adds up, and often times does push us over 1TB. If I want to find a service without these caps, I simply can't, because first and foremost, there are only 2 services in my area AT&T and Comcast, and both have 1TB caps. I simply have no options and fall prey to these caps regardless of if I even tried to escape them. As a citizen of this country, we deserve better. Our country was built on free markets, so why are these companies restricting our free markets. You guys represent us, do something about this, there is no educated consumer that finds these caps appealing. Let the markets operate freely, and don't let these monopolies control the internet, causing harm to services like Netflix and Sling TV. If you have taken a basic economics course, you would know that market power is a cause of market failure, and with these ISPs having complete market power, it is limiting the growth of other companies.

Do your job, and go down in history as those who represented the people's interest, not those who threaten the very essence of our democracy.

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[Ticket: # 1278516 - Comcast Data Caps](#)

**Date:** 10/20/2016 1:22:46 PM

**City/State/Zip:** Junction City, Oregon 97448

**Company Complaining About:** Comcast

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## **Description**

Comcast Data Caps of 1TB a month are anti-consumer. This is akin to phone service providers charging per text message, which has since been made illegal.

The internet, and data caps, are not a finite resource to be rationed like water.

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[Ticket: # 1278385 - Comcast Data Cap - Florida](#)

**Date:** 10/20/2016 12:45:50 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing data caps on my internet service at 1TB. This data cap creates a box that online entertainment services like Netflix would be forced to compete in against Comcast's own entertainment services, such as their Stream TV service, which are not subject to the same restrictions. This dangerous precedent will allow Comcast to edge out its online competitors or force online consumers to pay overage charges in the future as entertainment requires more and more data throughput. It's anticompetitive, anti-consumer, anti-innovation, and I don't think it should be allowed.

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[Ticket: # 1278389 - Proposed Comcast Data Caps in Utah](#)

**Date:** 10/20/2016 12:47:09 PM

**City/State/Zip:** Magna, Utah 84144

**Company Complaining About:** Comcast

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### **Description**

Comcast is trying to change my plan without my consent to add in insidious data caps, and then charge me fees if I go over the cap, or force me to buy a different plan if I want to retain the service they originally promised me. I need my government's help to stop them from making these unwarranted and unwanted changes. Do not allow internet providers to add in Data Caps!!

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**Ticket: # 1278433 - Comcast data caps**

**Date:** 10/20/2016 12:57:55 PM

**City/State/Zip:** Elk Grove, California 95757

**Company Complaining About:** Comcast

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## **Description**

I recently received an email from Comcast stating that they would be imposing a 1TB data cap onto my service. I don't want that:

1. Comcast has the current capacity to handle all of its users in my city/state. If they do not, then they are falsely advertising their service.
2. I would like to see a rule imposed by the FCC that forbids data caps by any company.
3. I would like to see some competition in the broadband industry. As it stands now, there are two service providers for my address: Comcast and Frontier. Neither are very consumer oriented, but because of current regulations and contracts, nobody else can compete.
4. Comcast plans to modify my data if I reach my cap by packet injection. They are scanning my data and modifying it without my consent.

Ultimately, I would like to see more regulation around the broadband industry to protect consumers from companies like Comcast. Normally, I would just go to another provider, but when there's only two, you don't have much choice.

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[Ticket: # 1278459 - 1tb data cap](#)

**Date:** 10/20/2016 1:04:29 PM

**City/State/Zip:** Port St Lucie, Florida 34952

**Company Complaining About:** Comcast

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## **Description**

The data cap is unacceptable for consumers. It is against the net neutrality law.

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[Ticket: # 1278482 - Comcast 1tb Data Cap](#)

**Date:** 10/20/2016 1:10:11 PM

**City/State/Zip:** Woodinville, Washington 98072

**Company Complaining About:** Comcast

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## **Description**

Starting November 1st, Comcast is starting a 1tb data cap on downloads, in multiple states, including the state I reside from, Washington. We were paying for a service, and when they advertised the service to me and my family, this "Unlimited" data was a buzzword that they used to sell us on the service. And less than 9 months later, it is retracted.

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**Ticket: # 1278533 - Comcast Data Caps**

**Date:** 10/20/2016 1:26:58 PM

**City/State/Zip:** Indianapolis, Indiana 46260

**Company Complaining About:** Comcast

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**Description**

Comcast is implementing a data cap of 1 TB with my account in the next month. They claim it is to do with "fairness" of use where those who use more data pay more. The problem with this claim is that it in no way reflects their actual costs. The marginal cost of data is so low that even 1TB would not make a blip in the costs.

This is problematic for future innovation. As we move to a more widely connected world where entertainment for a family, news, work, and financial transactions are all happening more and more online, with more emphasis on detail and fidelity (raising the data usage of each service), we need to recognize that data caps do nothing but line the pockets of the ISPs, with no effect on service quality for the users. This wouldn't be a problem if we had higher competition, but most consumers are lucky to have 2 services (in my case AT&T and Comcast) who might share the same rules and price structure negating any meaningful competition.

Added in to the fact, that in monitoring my own data usage, I've found that Comcast is reporting numbers 3 to 4 times what my modem (the only connection Comcast is saying is used) is reporting.

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[Ticket: # 1278546 - Data Caps](#)

**Date:** 10/20/2016 1:30:31 PM

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

**Company Complaining About:** Comcast

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### **Description**

I disagree about the newly imposed data caps, specifically that will start impacting the Grand Rapids, Michigan region. The caps will provide no benefit and only limit my access to information over the internet. I did not sign up for my internet service only to be limited by an artificial limit.

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[Ticket: # 1278556 - Comcast data caps](#)

**Date:** 10/20/2016 1:32:33 PM

**City/State/Zip:** Dupont, Washington 98327

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps don't help consumers, they aren't justified based on the reality of their technology, and they pave a very dangerous path ahead to further restrictions on freedom of expression over the Internet.

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[Ticket: # 1278575 - Internet data caps](#)

**Date:** 10/20/2016 1:36:55 PM

**City/State/Zip:** Boca Raton, Florida 33432

**Company Complaining About:** Comcast

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## **Description**

Comcast's one terabyte data caps is ridiculous and an attempt to gain an extra charge from their customers. I have no other choice where I live for Internet service so I'm forced to use them. The data caps restricts what I can do on the Internet severely.

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[Ticket: # 1278583 - Comcast data caps](#)

**Date:** 10/20/2016 1:38:18 PM

**City/State/Zip:** Colorado Springs, Colorado 80922

**Company Complaining About:** Comcast

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## **Description**

Comcast issued me a 1tb (1024 gb) data cap. As someone who games a lot and streams videos online, this is way to low. They want to charge me an additional \$50 a month to have unlimited data back. This is dumb.

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[Ticket: # 1278660 - Comcast data caps](#)

**Date:** 10/20/2016 1:56:35 PM

**City/State/Zip:** Streamwood, Illinois 60107

**Company Complaining About:** Comcast

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## **Description**

Comcast is enforcing ridiculous data caps. Please make it easy for Google to enter markets so that I can switch.

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**Ticket: # 1278655 - Comcast Data Caps**

**Date:** 10/20/2016 1:54:50 PM

**City/State/Zip:** Harrisonburg, Virginia 22801

**Company Complaining About:** Comcast

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## **Description**

The major telecom companies in this country have worked together to create regional monopolies so that they can get away with whatever they want in regards to internet, and they have for years. Data caps placed on landlines is the most anti-consumer move I've ever seen a company implement, but the only other options is no internet at all, consumers have no other choice than to pay for data capped internet. It costs telecoms no more money when someone uses over any arbitrary amount of data, and upload speeds are already throttled to prevent people running their own servers through a provider's network. These implementations are made for no more reason than to bleed the consumer of even more money than they already waste on these companies, it's unacceptable, and they need to be reigned in.

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**Ticket: # 1278670 - Data caps and the overall future of the internet as a whole**

**Date:** 10/20/2016 1:58:49 PM

**City/State/Zip:** Oberlin, Ohio 44074

**Company Complaining About:** Comcast

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## **Description**

Hello,

This complaint primarily stems from Comcast's recent decision to implement 1TB data caps across the country. These data caps have proven to be counterproductive to the growth of the internet as a whole, as can be seen by many companies in Canada (for one example) stifling users with very low caps.

Moreover, the problem being that the only way users can protest such things would be by not using Comcast's services, but this is not feasible in the majority of the areas in which Comcast operates. There simply is not available infrastructure for this, and Comcast stifles their competition by 'sponsoring' / 'lobbying' / basically bribing local politicians into reducing options for competition to even take place (in some places making it outright illegal). Such a monopoly also significantly hinders the future possibilities of the internet.

The internet is a valuable resource to everybody in the country. Not only for entertainment purposes such as movies, games, and what have you, but for learning and working. The availability of education for children through online schools, resources for many skilled trades (such as cooking, mechanics, carpentry, engineering, and many more), the ability to look anything you need to know up, and learn new abilities such as languages and what have you. It's more extensive than any encyclopedia in the world, and we have never had this much information available to us. To allow companies to hinder this and the further spread of knowledge for their own personal gain would not only be irresponsible, but it would be selling away our potential as a country to them.

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[Ticket: # 1278760 - Comcast data cap](#)

**Date:** 10/20/2016 2:22:45 PM

**City/State/Zip:** Colorado Springs, Colorado 80920

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they will be rolling out a one terabyte data cap in my state, Colorado, as well as many others. This cap will drastically reduce competition between cable providers (like comcast) and Internet steaming services like Netflix and Hulu. Comcast already has a monopoly over many people in the US as their only available Internet provider. This cap will hurt college students like me who rely on video streaming and an open Internet in general for classes.

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[Ticket: # 1278759 - Comcast data cap](#)

**Date:** 10/20/2016 2:22:31 PM

**City/State/Zip:** Corvallis, Oregon 97333

**Company Complaining About:** Comcast

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## **Description**

I signed up for an internet plan about a year ago with xfinity (Comcast) and they recently gave out a 1TB data cap per month. This form of marketing is hindring progress. As the years pass, internet should be fast (and unlimited). I get a measly 25mb/s with HBO for \$65/month while I hear places in Europe get 1gig/s (and of course unlimited) for £8! This should be taken care of with a thought of progress, not making an extra buck.

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**Ticket: # 1278710 - Data Caps with ISPs**

**Date:** 10/20/2016 2:11:04 PM

**City/State/Zip:** Battle Creek, Michigan 49015

**Company Complaining About:** Comcast

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## **Description**

I've noticed my ISP is trying out data caps in areas - essentially working to bring "internet premium fast lanes" into existence.

I am vehemently against this and can not stand by idly as these conglomerates work to screw the customer over. Our lives are becoming more woven with technology as time goes on, and these companies are looking to extort the consumer for every penny they have. The internet should be classified as a public utility so that the industry remains fair and uninhibited like our water, electricity, and other basic utilities.

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**Ticket: # 1278713 - Comcast Data Caps**

**Date:** 10/20/2016 2:11:53 PM

**City/State/Zip:** Saratoga Springs, Utah 84045

**Company Complaining About:** Comcast

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## **Description**

I was recently informed that Comcast would be imposing a data cap on my internet connection. I was not informed of this until after I had signed up for service - it was not mentioned anywhere on their information for the service.

This is not only a shady business move, but it also hurts internet freedom. We should be moving forward with internet technology here in the US, not backward.

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**Ticket: # 1278769 - Terribly Low Data Caps****Date:** 10/20/2016 2:24:22 PM**City/State/Zip:** Boise, Idaho 83709**Company Complaining About:** Cable One

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**Description**

Cable One is way behind the times with these painfully low data caps. Even Comcast, who was voted "the worst company in America" in 2014, has raised their cap to 1TB. Then to make matters worse, instead of any reasonable overage charges they just force you into a higher cost data plan with only a minor increase in the data cap. It is a pretty obvious ploy to cash in on the decline of cable/satellite TV. Set arbitrary low limits for the customer, knowing that anyone who streams video content or downloads games will blow through the limit, then double the cost of their internet service. Why even offer such high speeds if it going to cause so much "congestion" that they need to cap data? I would gladly take 1/4 the speed with no data cap. I was planning on buying Battlefield 1 tomorrow, but it is a 50gb download so I guess I will have to wait for a "slow" month and see if I can fit it into my data plan. These data caps are a horrible setback for the internet in general, but Cable One takes it to a whole other level.

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[Ticket: # 1278813 - Comcast Data Caps](#)

**Date:** 10/20/2016 2:37:36 PM

**City/State/Zip:** San Anselmo, California 94960

**Company Complaining About:** Comcast

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## **Description**

How is Comcast allowed to institute an arbitrary data cap while providing the same service level for the same price while they're the only option in the area? How is this not a monopoly abusing its customers? Why is Internet not regulated as a public utility? Can we please fix this? This current arrangement is baffling.

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[Ticket: # 1278821 - Concerned about Data Caps](#)

**Date:** 10/20/2016 2:38:46 PM

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

**Company Complaining About:** Comcast

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### **Description**

I wish the FCC to step in and force Comcast to remove data caps on home internet subscriptions. 1 terabyte of data a month is a very small amount of data, considering the rise in digital streaming services, some supporting 4k resolution streaming, and online gaming. Internet is no longer a luxury and should be considered a utility free from unreasonable restrictions.

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[Ticket: # 1278830 - Comcast Data Cap](#)

**Date:** 10/20/2016 2:39:42 PM

**City/State/Zip:** Las Cruces, New Mexico 88001

**Company Complaining About:** Comcast

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## **Description**

It takes no more effort for comcast to let me use 1.1TB of data than 1.0TB of data. Data Caps are a clear violation of Net Neutrality. I don't gave a choice of internet so it isn't like I can go somewhere else. Please restruct isps from putting unlawful unneeded caps on data for no other purpose than to make the company money of heavy internet uses. It infringes my speech when I cannot connect to the internet when I reach a magic number a company decides.

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[Ticket: # 1278838 - Comcast Internet Cap](#)

**Date:** 10/20/2016 2:40:44 PM

**City/State/Zip:** Ashland, Virginia 23005

**Company Complaining About:** Comcast

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## **Description**

Really? How is Comcast allowed to do this? Introduce 1TB data caps in the age of streaming and data consumption. This is unacceptable. Comcast is essentially our only option for this area. Please do something about this.

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[Ticket: # 1278871 - Comcast Data Caps](#)

**Date:** 10/20/2016 2:49:35 PM

**City/State/Zip:** Cordova, Tennessee 38018

**Company Complaining About:** Comcast

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## **Description**

Data caps should be illegal. There is no reason that users should be limited to the amount of data they use on a monthly basis. Enforcing such caps limits creativity and innovation. Comcast having a near monopoly in many markets should also be illegal. The internet should be considered a public utility for all to use and should not be limited at all in terms of the amount of data that an individual uses.

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**Ticket: # 1278882 - Data Caps**

**Date:** 10/20/2016 2:51:22 PM

**City/State/Zip:** Santa Cruz, California 95060

**Company Complaining About:** Comcast

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## **Description**

In the Santa Cruz area, my ISP is installing data caps on their services. This is not okay for me, nor my fellow residents and neighbors. There are numerous reports as to the futility and unnecessary need for data caps. Data caps have been scientifically, and even been revealed, that data caps are in the business of profit. It is not about keeping the network healthy, nor keeping things uncontested. So long as the the FCC gives time of day to these invalid arguments, the FCC is allowing ISPs to perpetuate this artificial scarcity of internet and manipulate the pockets of American citizens. For the sake of backing up my claims. the FCC can take a look at OTI's June '15 report on the effects of data caps.

As for debunking arguments for Data Caps, I found a popular and frequently cited article written by Daniel Lyons. I will admit, his accreditation are valid, but the arguments listed in his article are, well, too simple, easily argued against as listed-

1. Semantics. Also, he did not realize that by accepting the data cap, a consumer would suddenly have to shell out an additional fee for maintain their previously unlimited services, regardless. The argument that you pay for what you use by Daniel Lyons is only taken in favour of the ISP. ISPs will say this is all in fairness, though I have not found any evidence of a ISP lowering the bill of a consumer for using less than the data cap imposed. Data caps seemingly only benefit the ISP.
2. Lyons argues that consumers can offload their services onto a "less constrained wifi networks". I do not know about you, but I do not see this as a possibility. My house has one provider. I can't "switch" and ease the apparent load I am placing on the network. Also, if everything was data capped, there is no point in switching; you would still be paying for the data you are consuming, wireless or wired broadband.
3. Prices. Lyons argues that lower income consumers would be dis-proportionally affected by offering unlimited internet to all users. We should understand that Lyons is trying to bias us with the unsupported claim made that the price for internet would be somewhere in between the prices listed; these prices are cherry picked to incite a more concerning response from readers. We already know that data caps are not for network health. Though, if I presume like Lyons that a lower income consumer uses less data than an American who makes more and follow the logic that Lyons has taken, looking at current AT&T prices in my area, a consumer could potentially increase their internet bill by 333% if they are invested in a 6Mbps package that is capped if they surpass their cap. ISPs that have provided unlimited internet for years can now bleed you for a service that is as natural to this generation as electricity was to the previous. Also argued is public pressure to create new compression techniques. I won't argue that creating new compression techniques is the solution or not the solution, what matters is allowing ISPs to continue to exploit Americans while this is continuing to be researched. This argument insinuates that data compression techniques will become suitable enough to counter the need for a data cap. I do not believe this is true. The size and quality of our information is only going to increase as time goes on, and we cannot rely on data compression for our internet services.
4. Lyons argues that capitalism will succeed in light of data caps due to the number of ISP providers available. Fact is, there are those out there who only have one ISP provider and cannot escape data

caps. I have three potential ISPs, two of them have these unnecessary data caps, one of them is out of line of sight and does not have the infrastructure to provide competitive internet. Also, ISPs have done unlimited internet for years, why only now are there data caps.

5. I may be out of my breadth for this argument, but I can just say that this is a cause effect fallacy. This is an extrapolation that two studies of increased smartphone purchases and lower price per MB justifies the postpaid data revenue.

At this point, I don't know what else to tell you; clearly, American citizens are being taken advantage of, bad rhetoric is being slung by ISPs, and science continues to disprove the need for Data Caps.

The FCC must protect a resource that is integral to our everyday lives. Stop ISPs from exploiting the people.

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[Ticket: # 1278885 - Data caps with cox communication in Lakewood Ohio](#)

**Date:** 10/20/2016 2:51:45 PM

**City/State/Zip:** Lakewood, Ohio 44107

**Company Complaining About:** Cox

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### **Description**

I have been charged a \$10 fee twice for going over a 350gig limit. I get charged \$10 for every 50 Gigs over the limit. I pay over \$80 for internet every month. I am in an internet monopoly area and cannot escape data caps. Please help me this is so fraudulent. This policy was implemented after I began service with them.

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**Ticket: # 1278916 - Comcast Data Caps**

**Date:** 10/20/2016 3:01:14 PM

**City/State/Zip:** San Francisco, California 94134

**Company Complaining About:** Comcast

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## **Description**

Hello,

Comcast Data Caps seem to be limiting users to 1TB of downloads per month. As someone who has multiple users on their home network who play video games, work, and use the internet for various other activities, this seems very unfair.

I hope the FCC steps in soon and stops this.

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[Ticket: # 1278924 - Internet is a Utility](#)

**Date:** 10/20/2016 3:02:26 PM

**City/State/Zip:** Mt. Pleasant, Michigan 48858

**Company Complaining About:** Comcast

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## **Description**

Internet usage should not be limited. Internet use is a necessity; newer generations use it like older generations use cable - yet cable is not limited. Water is not limited. Comcast imposing data caps stomps on our rights as consumers purely for profit; they do not act appropriately in our capitalistic society.

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**Ticket: # 1279100 - Comcast Data Caps**

**Date:** 10/20/2016 3:50:32 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently sent out communication that data caps of 1TB will be enforced starting in November. While entirely within their rights as a business to do so, I feel these caps have potential to cost lots of additional money or cause significant usage impact to heavy internet users like me and my family. I regularly use around 600GB per month and this will only be growing with the increase in higher resolution video availability on the internet. Right now these caps will only hurt the top 1% or less of users, but that may quickly change as more and more services and business come online.

I believe it is in the best interest of consumers if these types of caps are not allowed, especially from monopolies like Comcast where users have very few if no other choices in Internet provider.

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**Ticket: # 1279162 - Comcast 1 TB data cap with extortion fee of \$50/month**

**Date:** 10/20/2016 4:05:06 PM

**City/State/Zip:** St Augustine, Florida 32084

**Company Complaining About:** Comcast

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## **Description**

Comcast has notified me that they are turning ON data caps. If I don't want the data cap I can pay a \$50 extortion fee each month. The data cap is completely arbitrary and bears no significance in real life. Paying \$50 doesn't grant me new hardware or a better connection. It's just a binary bit flipped from "data capped" to "not data capped". If I don't pay the extortion fee and go over the limit, they'll charge me a ridiculous \$10 fee for every 50 GB. That \$10 fee does nothing in the real world other than line their pockets. They say only 1% of their users go over as if that is a good thing, but the way I read it is they're openly admitting they're now extorting thousands of their customers with these new fees. It is only the 20th of the month and Comcast says I've used 880 GB. Microsoft Windows forces update downloads in the background and even uploads enormous amounts of data to Microsoft servers, video games are pushed to retail in a broken form and have enormous day-one patches, and Netflix streams in UltraHD which uses serious bandwidth. I now am going to have to think "oh no, am I going to go over my data plan?" every time I watch a movie or turn on my computer. This is completely unacceptable in 2016.

Worse yet, who is to say they aren't saying I use twice as much bandwidth as I actually use? How is my data connection not a physical device that is regulated like my power and water meter? There are no metrics. I have to log into their website and look at some arbitrary number and trust it. With my water line I can go outside and shut off the valve to stop the water flow. I can look at my power meter and see the actual usage. With Comcast, I have no control. This is unacceptable. They are acting like internet data is a utility without having to follow any regulations.

Comcast didn't even try to pretend like this was good for consumers. They didn't try to spin it by saying this will reduce congestion in the internet pipes or anything that some politician might be gullible enough to believe. No, they just openly said, "We're forcing you into arbitrary data cap that you didn't agree to, give us another \$50/month if you want to opt-out". This is so anti-consumer that I am in shock.

This is my first time writing to the FCC. Please don't let me down.

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**Ticket: # 1279131 - Comcast new data caps**

**Date:** 10/20/2016 3:58:05 PM

**City/State/Zip:** Winooski, Vermont 06404

**Company Complaining About:** Comcast

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## **Description**

Hello,

With the recent Comcast rollout of nationwide 1TB data caps I feel it is crucial that I submit my complaint. Data caps are a problem and without swift action will be a much larger issue in the near future limiting not only innovative uses of the Internet but the entire global flow of information.

Data caps are not only an inconvenience to those customers but are simply against net-neutrality at its core. This is nothing more than a money grab and attempt to get people to stick with the dying cable TV model. It even excludes Comcast related data from that cap!!

It unnecessarily impedes emerging video technologies such as 4k streaming while simultaneously punishing those that dare to download large games or files. It's not even rooted in network congestion: <https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

For example: streaming 4k content according to Netflix uses roughly 4.7GB per hour. Doing that math that's ~7 hours PER DAY before hitting said 1TB cap. Multiply that by 2 or 3 other members of a household and you can watch at most a few hours per day. This is assuming you do absolutely NOTHING else with that Internet connection.

The further encroachment of data caps sets a dangerous precedent that unchecked will stifle innovation and let ISPs control the flow of information into households. This is something that needs to be curbed quickly to prevent ISPs restricting the flow of information simply to benefit themselves.

I urge you to please consider restrictions or outright banning of data caps on hardline Internet connections such as cable and DSL. I further ask that you investigate data caps on cell data to determine if there is actually any legit reason they exist. T-Mobile is a great example. They allow very specific traffic to NOT count towards a data cap. This is also against net-neutrality.

I'll say it a second time, please consider a ban on data caps. This is nothing but the stifling of innovation, holding onto an archaic business model, and lining of pockets of ISP executives. What we ACTUALLY need is more innovation, more competition, and a stronger Internet presence as a country.

Thank you

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**Ticket: # 1279887 - Comcast Data Cap**

**Date:** 10/20/2016 8:58:55 PM

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

**Company Complaining About:** Comcast

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### **Description**

I am a Houston resident who recently had their internet agreement with Comcast to include a 1TB data cap I did not agree to. They offer no alternatives, and are not willing to reduce the rate to that of their competition.

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[Ticket: # 1279185 - Unnecessary Data Caps](#)

**Date:** 10/20/2016 4:07:23 PM

**City/State/Zip:** Aloha, Oregon 97006

**Company Complaining About:** Comcast

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## **Description**

Effective November 1st, 2016, Comcast will be implementing a universal 1 Terabyte data cap over all Comcast-serviced internet households. This is wildly unneeded, and actively oppresses enthusiast users.

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[Ticket: # 1279194 - Data Caps On Internet Usage](#)

**Date:** 10/20/2016 4:08:40 PM

**City/State/Zip:** Arlington, Texas 76018

**Company Complaining About:** AT&T

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### **Description**

Data caps are too low and charge way too much for ISP to their customers. Plus to get unlimited I have to pay more or get cable. I don't want either

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[Ticket: # 1279257 - Comcast / xfinity data caps](#)

**Date:** 10/20/2016 4:24:49 PM

**City/State/Zip:** Mount Dora, Florida 32757

**Company Complaining About:** Comcast

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## **Description**

I recently signed a two year contract with Comcast for internet and cable tv services. At the time of contract signing, there was no mention of data caps in the contract. Yesterday, I received an email informing me that if me and my family go over 1 terabyte of data per month, we will incur additional fees. I did not agree to this change in the terms of my contract.

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**Ticket: # 1279330 - Unfair and Innovation Killing 1TB Data Cap**

**Date:** 10/20/2016 4:48:38 PM

**City/State/Zip:** Des Moines, Washington 98198

**Company Complaining About:** Comcast

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## **Description**

I must add my voice to the tens of thousands (or more) of previous customers who have expressed displeasure over the rollout of Comcast's 1TB data caps. I currently pay for 105Mb/s service from Comcast, and this cap would cut my service download capability by over 97 percent per month, and including upload it is cut to a fraction of one percent. That is frankly disgusting. In no other industry could the customers receive 97+ percent less for the same price and Comcast is no different.

In addition, Comcast themselves have admitted that caps are not a technical necessity, they are entirely a business decision (most certainly to dramatically increase profits in the countless markets where they have an effective monopoly): <http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

This is especially alarming as we are on the eve of 4K content to the consumer being the norm, and 1TB caps are an obvious way to extract overage charges from consumers that don't realize that 4K content requires much more bandwidth than HD content. We also rely on more and more internet and cloud services that are heavy users of bandwidth as each year goes by.

There is simply no reason for these caps other than to squeeze the wallets of Americans even further, despite Comcast's already high prices and low customer satisfaction, especially when compared to Google Fiber and other small/municipal fiber ISPs that offer much more for less. Not to mention, fast internet connections without caps have been demonstrated time and again to drive innovation in the tech industry. Comcast is quite literally hurting further innovation, jobs, and profit in dozens of industries by capping connections.

I implore Comcast to reconsider this policy and to revert to unlimited downloads and uploads, as you have said there is no technical reason to do so.

I implore the FCC to investigate this and ban any ISP from capping or throttling internet connections in any way to ensure innovation and competition by the United States on the world stage.

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**Ticket: # 1279344 - Comcast data caps**

**Date:** 10/20/2016 4:53:28 PM

**City/State/Zip:** San Francisco, California 94103

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are unreasonably low, especially now that 4k content is starting to emerge as the norm. Personally, I haven't hit the cap yet, but I've seen numerous accounts of others online who've hit the limit and have to pay overage charges.

It's unfair because I don't really have another option for an internet connection in my building. Technically I can get DSL but the bandwidth available is fraction of what Comcast offers for the same price.

I feel frustrated and trapped by this development. Comcast knows that most of it's customers don't have an alternative so they can just enact policies like this as they please. In my opinion this shouldn't be legal

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[Ticket: # 1279525 - ISP Data Caps](#)

**Date:** 10/20/2016 5:56:31 PM

**City/State/Zip:** Wilmington, North Carolina 28405

**Company Complaining About:** Comcast

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## **Description**

Internet Service Providers have begun imposing data caps limiting my access to content and data that is fundamentally important for me exercising my 1st Amendment Rights to Free Speech.

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**Ticket: # 1279387 - Comcast Data Caps**

**Date:** 10/20/2016 5:03:47 PM

**City/State/Zip:** West Deptford, New Jersey 08086

**Company Complaining About:** Comcast

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## **Description**

Hi. I noticed that Comcast is issuing data caps in a large number of areas for their internet service. I'm really upset to see this as this is a direct conflict in the advancement of future technology. Although I don't live in an area where this has come in to effect just yet I do know that Comcast plans to roll this out nationwide eventually. I work in technology and greatly care about the future of technological advancements and think this is ridiculous that they would put caps on the amount of data usage that they provide. I know that the current 1 terabyte limit that they are issuing is above what the average person uses but when you consider where technology is heading with 4K streaming and beyond it will only be a matter of time before we're in a world where that amount of monthly usage becomes more and more common.

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[Ticket: # 1279779 - Comcast Data Caps](#)

**Date:** 10/20/2016 7:45:16 PM

**City/State/Zip:** Rigby, Idaho 83442

**Company Complaining About:** Comcast

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### **Description**

Comcast Data Caps are infringing upon the rights granted in the open internet / net neutrality bills / acts I don't know the right terminology

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[Ticket: # 1279487 - Comcast's 1TB Data Cap and HTTP Packet Injection are not only violate Net Neutrality but privacy as well.](#)

**Date:** 10/20/2016 5:48:05 PM

**City/State/Zip:** Midlothian, Illinois 60445

**Company Complaining About:** Comcast

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## **Description**

I awoke this morning to find out that Comcast has decided to Cap my internet usage, something that is a Human Right, and should not be monitored unless under extreme conditions. 1TB is not enough for a family of 4 where everyone uses Stream Services such as Netflix, Playstation Vue, and downloads video games as well. Not only this, but Comcast is purposely intercepting unencrypted traffic send through HTTP to inject a message that forces me to acknowledge these Anti-Consumer practices (as you can see in the Attachment). This alone is a privacy concerns, even if it is automated, this means anyone at Comcast if they want can look at my browsing history to unencrypted websites. I ask that Comcast removes these archaic data caps as we are not some third world country, we are a first world country, and should be leading by example, and not taking this metered garbage.

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**Ticket: # 1279514 - Comcast Data Caps****Date:** 10/20/2016 5:54:33 PM**City/State/Zip:** Castle Rock, Colorado 80109**Company Complaining About:** Comcast

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**Description**

The recent news of 1TB data caps on my Comcast Xfinity account spells bad news for net neutrality. This data cap will soon be used as a method of increasing scarcity of Internet access, against which certain websites will eventually be given preferred status. By tagging this artificial scarcity on internet access, Comcast can skirt around net neutrality laws. Nothing whatsoever about this change is good for the consumers, who are already largely overpaying for Internet access to begin with, since their ISP often has a local monopoly.

Digital jobs are in demand, and these jobs are often filled with remote workers who "telecommute". I am one such person. I require the use of the internet to do my work. This means I may wind up having to spend more money for net access simply because I am part of this virtual workforce. In this sense, the imposition of data caps could be interpreted as a price gouge, as well.

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**Ticket: # 1279558 - Data Caps****Date:** 10/20/2016 6:07:45 PM**City/State/Zip:** Bossier City, Louisiana 71111**Company Complaining About:** Suddenlink

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**Description**

Dear Sir or Madam, I have internet only service from Suddenlink in the Bossier City area (zip code 71111) Suddenlink has instituted a 250GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of YouTube, Hulu, or Netflix accrues against the 250GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by suddenlink's data cap. We have five members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Suddenlink as a preferred programming provider as opposed to the fair playing field intended by the FCC. I have attached my latest monthly bill for proof of these charges.

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[Ticket: # 1279565 - Comcast Data Caps](#)

**Date:** 10/20/2016 6:09:42 PM

**City/State/Zip:** Bellingham, Washington 98225

**Company Complaining About:** Comcast

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## **Description**

Comcast and their data caps are completely unfair and anti consumer. They have monopolies almost everywhere they operate and can abuse their customs for a service that is a necessity now. It's not fair and has to be stopped.

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**Ticket: # 1279576 - Comcast injecting HTTP traffic of users**

**Date:** 10/20/2016 6:13:19 PM

**City/State/Zip:** Fresno, California 93727

**Company Complaining About:** Comcast

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## **Description**

Comcast will be rolling out their capped plans nation wide next month (November 1st) and to warn people that are close to their cap, Comcast is injecting a pop up in the internet traffic of the user to show that they are close to their cap. This is completely unacceptable and is a huge security risk. Not only that but it is also an invasion of privacy. Please do something about this as well as the data caps. Data caps can not be the norm for ISPs. They are making us pay more for something that we have already had for years without issue. This is nothing but a cash grab by the big ISPs because they have no competition. Please help the consumers on this one FCC.

Attached is a screenshot of what happens if you are nearing your cap or have gone over. This is not my screenshot but this is what happens and can not be considered acceptable for ISPs to inject anything inside user's traffic. Thank you.

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**Ticket: # 1279694 - My Comcast data caps is UNFAIR**

**Date:** 10/20/2016 7:04:28 PM

**City/State/Zip:** Bellevue, Washington 98007

**Company Complaining About:** Comcast

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## **Description**

I was furious when i found out that my Comcast provided internet will now be capped at 1024 GB a month! not only have this not been mentioned in the contract i signed, but they just decided to implement it without even seeing if the customers would accept this, customers weren't even given an alternative! (all they sent was an email)

This is really bad, this will only allow Comcast to steal money from customers by adding even more data caps on particular services! I'm a video editor and computer programmer, i though that by going with Comcast i will get reliable high speed internet. I have high-bandwidth usage and so do MILLIONS of other internet users. We're almost in 2017, and Comcast believe that 1 TB is more than enough for an average household, this just shows how out of touch they are with reality and how consumers actually consume data in this generation. It will only get increasingly worse for the customers as games, video, and other media increase in size every day!

I never agreed to this and they are doing it anyway, this has made me (and several thousands of other people) furious.

I know you probably got a lot of complaints about this already but i just wanted to voice mine as well. I will be canceling my subsumption because of this. Comcast has always been the worst internet provider there is, and now they are trying to set precedent for other ISP's to follow.

Please stop this from happening.

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[Ticket: # 1279700 - Comcast Data Caps](#)

**Date:** 10/20/2016 7:06:30 PM

**City/State/Zip:** Bloomington, Indiana 47401

**Company Complaining About:** Comcast

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## **Description**

Comcast Xfinity has begun implementing a 1TB data cap on its home subscribers. Their dominant market position, ineffective use of public funds to improve infrastructure, and historically unprecedented reputation as one of the worst companies in the United States implies that this is just another cash grab from a population they have routinely exploited that has nowhere else to go.

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[Ticket: # 1279728 - Data Cap on Comcast Internet](#)

**Date:** 10/20/2016 7:13:05 PM

**City/State/Zip:** Citrus Heights, California 95610

**Company Complaining About:** Comcast

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## **Description**

Hello I currently pay for Comcast internet and they are also the only provider in my area. I have used their services for the past couple years and just recently they have restricted me to a data cap of 1TB. I have always payed for unlimited usage and now they have stripped me of this and are now imposing fees if I go over. Considering that everything these days revolves around downloading, this is completely unfair and unconstitutional. I though monopolies were illegal in America. Most third world companies dont even impose data caps.

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**Ticket: # 1279748 - Comcast 1 TB per Month Data Cap****Date:** 10/20/2016 7:23:51 PM**City/State/Zip:** Billerica, Massachusetts 01821**Company Complaining About:** Comcast

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**Description**

Comcast has placed a limit on the amount of internet data their customers can use; any usage beyond 1 TB per month incurs extra charges. These charges are only aimed at making their company more money. Comcast is the only internet provider in my region and does not tell you about this data cap during the advertisements of or communications about the specifics of an internet contract with them. No new service has been provided (such as fiber optic capabilities and/or higher speeds) and Comcast is charging its customers more for the same level of service. Operating costs have not gone up significantly during the past year and Comcast's internet infrastructure has not been upgraded; Comcast has traditionally provided unlimited data for its customers and never voiced concerns about this practice.

In Comcast's recent YouTube video "What can you do with 1 TB?" the company produced many "examples" on what a user could do with a terabyte of data every month. Not only was this video clearly produced to frame the narrative in a specific way, Comcast severely underestimated the amount of data necessary for many "examples" they used and absolutely ignored the concept of multiple people (and multiple devices) sharing the same internet connection. It is misleading and, in my opinion, false advertising.

This move by Comcast to charge its customers more for the same (or less) service is strategic. As data amounts increase with the introduction of 4k streaming and video games with large amounts of data steaming, Comcast is setting the stage to charge its users more and more for each byte. Our markets is supposed to provide competition to encourage companies to provide better services for lower prices, but this is exactly the opposite. Comcast is leveraging its monopoly in my region (and many others) to drive prices up for lower quality services.

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**Ticket: # 1279780 - Comcast data caps**

**Date:** 10/20/2016 7:46:48 PM

**City/State/Zip:** Brooklyn Park, Minnesota 55444

**Company Complaining About:** Comcast

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## **Description**

There is no justifiable reasoning for data caps and I feel that Comcast is moving this direction only to charge its clients more while not providing a better service.

Further, data caps will only work against other companies that rely on the Internet to deliver product.

Comcast is using its lack of competition to shake down consumers and eventually work around net neutrality. By forcing these limits on consumers it is only a matter of time until Comcast opens new business ventures that will not count against data caps, this is an awful outcome for American consumers and American businesses.

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**Ticket: # 1279858 - Data Caps**

**Date:** 10/20/2016 8:39:28 PM

**City/State/Zip:** Larchmont, New York 10538

**Company Complaining About:** Comcast

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## **Description**

I am very concerned with the recent trend of cable companies imposing data caps. While I understand the argument for throttling speeds, no valid argument can be made for data caps. Sure, if data transfers caused physical damage to the cables and equipment then it would be understandable. The thing is, there is no wear-and-tear on any price of equipment for transferring data. The only reason components like Comcast are creating data caps is to prevent "cable-cutters" getting rid of their TV plans and replace them with online streaming services. There is also no way around data caps due to the lack of competition.

Creating data caps hinders the USA and its citizens by limiting the ability to access knowledge.

Thank you for your time,

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## Ticket: # 1279878 - Anti-consumer Data Caps from Comcast

**Date:** 10/20/2016 8:53:32 PM

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

**Company Complaining About:** Comcast

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### Description

I've recently become one of the poor souls who've been notified of Comcast extending its 1TB data cap internet plan. I've been aware of these plans' existence for awhile, but I never suspected it would carry on further than the initial 300GB data cap trials Comcast was experimenting with months ago. Now that I'm inflicted with this plan and have no other alternative other than Brighthouse (which is mainly for Business class internet), I feel like I have enough information and experience to solidify my complaint against Comcast's and any other ISP's restrictive data plans. My complaint is that these data plans, regardless of how large or small, are anti-consumer and provide no additional benefit other than to line the pockets of Comcast and which ever other ISP that implements the same plans.

For decades since the Internet came into existence, ISPs have been charging their consumers for bandwidth, or the speed of data transfer. The ISPs and cable companies throughout all those years continued to expand and improve their Internet infrastructure without impediment as more and more people began to utilize the Internet. Now we're in an age where almost everyone and everything is connected to the internet. The issue is that we've been in this age since at least 2001. Back then Comcast, Time Warner, Cox, Charter, etc. didn't have data caps for their internet plans. Back then they were still charging for bandwidth.

Fast forward a bit more to 2014, a point where Internet traffic could easily be considered a mirror reflection to the volume of internet traffic in 2016. Lots of internet use, Internet of Things taking off, extreme technology improvements, fiber optic internet plans becoming more popular, video games becoming more and more advanced, and the list just keeps going. Back in 2014, most ISPs were still charging for Internet by bandwidth, not data used. Comparing the plans, internet traffic, and infrastructure from 2014 to the current ones being rolled out for the end of 2016 and beginning of 2017, I've run into some interesting questions.

If the past internet infrastructure in America was able to maintain Internet traffic from 2014, 2015, and now with everyone on various bandwidth sizes with no data caps, what's the point of enforcing a data cap for 2016+? Paying Comcast an extra \$50/month for unlimited data is essentially "buying back" the experience from 2014. Or another way of putting it, if everyone who ever ordered Internet service from Comcast paid an extra \$50/month for the unlimited plan, we'd be right back in the same spot as 2014 (where everyone has unlimited data) but with everyone's internet price increasing by \$50/month. Or a third way of putting it, the \$30/month someone puts down for 10Mbps internet from Comcast now is worth MAGNITUDES less than the \$30/month someone put down for 10Mbps internet from Comcast back in 2014. Either way you slice it, Comcast artificially increasing the price of the same internet access from previous year which is inherently anti-consumer.

Secondly, if Comcast states that this is intended to target those users in the top 1% of data usage, how can they justify not imposing such a data cap on businesses? Lots of software these days have a model that allows the software to be used individually for free, but commercial entities must buy licenses. Wouldn't it be more beneficial for Comcast to follow the same route but with their data plans? Software companies generate extreme amounts of traffic on the internet which would allow Comcast and other ISPs to thrive, yet ISPs don't do this.

Thirdly, and I think this is my biggest complaint about data caps, I still have to pay for bandwidth on top the data cap. The data cap wasn't something that was implemented to remove

charging consumers for bandwidth, it's an additional cost. Put this billing model in an alternate universe where consumers pay their water companies for pressure and not the amount of water used. It would be like the water company charging an extra fee for using too much water. Now that would make sense in situations where there's a shortage of resources, like if a drought came by so the cost of water goes up. But Internet doesn't suffer from this problem because there's no such thing as a shortage of data. There's no need to ration data like there was a need to ration gas during hurricane Sandy. Comcast's data caps are anti-consumer and provide no additional benefit for the consumer as they still have to pay for the bandwidth but now they also have to pay for using too much of their bandwidth.

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**Ticket: # 1279908 - Comcast implementation of arbitrary data caps**

**Date:** 10/20/2016 9:12:16 PM

**City/State/Zip:** Santa Clara, California 95054

**Company Complaining About:** Comcast

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## **Description**

From November 1, 2016, Comcast is implementing an arbitrary 1TB data cap on its residential internet customers. This move is anti-competitive, anti-consumer and defies net neutrality principles since:

- Comcast enjoys a monopoly on internet services \*of useful speeds / quality\* in the area and therefore customers have no option but to accept the cap and the punitive additional fees charged if the cap is exceeded;
- Internal documents from Comcast themselves show that the cap is not being implemented to serve any network management / congestion purpose, but raise revenues;
- Bandwidth is already priced according to need, however actual data usage is an unlimited resource. The true cost of data transit is a fraction of a penny per GB, therefore even the highest use customers do not incur any material variable costs that the Company would need to pass on;
- The proposed overage rates are punitive. In the limited markets (e.g. hosting services) where data usage is metered, the fair market rate for such data is significantly lower than the \$10 per 50GB (i.e. \$0.20 per GB) overage rate to be charged by Comcast. For example, Amazon Web Services' ('AWS') most expensive rate (note - consumer rate, not B2B) in the Northern California market is \$0.03 per GB - 7 times lower than Comcast.
- While 1TB may appear a not unreasonable limit today for the broad base of users, there is nothing to prevent Comcast from subsequently reducing it with impunity.
- With the use of streaming services ever increasing and 4K video beginning to be adopted by more and more customers, the 1TB limit will soon become burdensome to more and more customers.
- Comcast intend to 'zero-rate' their own video streaming services but count all others (e.g. Netflix / Hulu etc.) towards the cap;

Lastly, Comcast has routinely shown itself incapable of reliably metering data, as it includes data which may never be delivered to the customer (i.e. while a customer's modem is switched off, data within the Comcast network will still be counted against usage, even though no data was delivered to the customer's home network). With accurate metering now an absolute requirement to achieve fair billing for all customers, it is likely that significant errors may be made with customers having little or no recourse in this situation.

I would ask the FCC to investigate this matter as well as all other complaints regarding competition in the residential broadband internet market, with a view to implementing strong regulations to prevent

these caps and other such practices from stifling innovation and keeping service prices artificially high.

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[Ticket: # 1280082 - Data caps. Completely unnecessary](#)

**Date:** 10/21/2016 12:06:25 AM

**City/State/Zip:** Stockton, California 95203

**Company Complaining About:** Comcast

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## **Description**

This is unfair. Comcast is adding Data caps only because they want more money. This company is greedy and most people simply DO NOT have any other options without dropping to unusably slow speeds. This needs to be stopped.

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**Ticket: # 1279977 - Comcast and Data Caps**

**Date:** 10/20/2016 10:01:55 PM

**City/State/Zip:** Tampa, Florida 33611

**Company Complaining About:** Comcast

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## **Description**

Data caps have long been a common complaint from users in third world countries, but now Comcast has brought the absurdity of data caps to the United States. Capping internet data usage at any level for consumers sets a dangerous precedent for the market and the economy generally. People have to spend more money on internet monthly in exchange for not being able to purchase and download as much content as possible. Data caps punish those whom help the economy most while helping the already monolithic company that is Comcast make more money for less service.

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**Ticket: # 1279990 - Comcast and Data Caps**

**Date:** 10/20/2016 10:07:49 PM

**City/State/Zip:** Brunswick, Georgia 31525

**Company Complaining About:** Comcast

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## **Description**

Xfinity, owned by Comcast, is putting a data cap of 1024 gigabytes for all of their services starting on November 1st. I feel like, due to my right of Net Neutrality, I am having my rights broken. Comcast is knowingly breaking the rights of hundreds of thousands of people, and all for nothing. Data caps are an unreasonable measure of usage when it comes to using internet. I ask that the United States, and the FCC, put an end to this unconstitutional action.

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[Ticket: # 1280058 - Internet data caps for Comcast](#)

**Date:** 10/20/2016 11:26:31 PM

**City/State/Zip:** Modesto, California 95358

**Company Complaining About:** Comcast

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### **Description**

I can't believe there is data caps. Internet is not like water. You can't use so much it runs out. I can't believe what a detriment this will be for people. They are killing innovation it's very sad.

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**Ticket: # 1280063 - Comcast Data Caps****Date:** 10/20/2016 11:28:16 PM**City/State/Zip:** Seattle, Washington 98133**Company Complaining About:** Comcast

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**Description**

Comcast has stated that they are implementing data caps as of November 1st 2016. This is an affront to open access to the internet and it is a downgrade to all their current customers implemented without notice. By the base presumption that internet bandwidth is restricted, there is already a limit to the amount of data that can be accessed per month. Artificially limiting it further not only is negative for customers, it in fact punishes those paying more for faster internet bandwidth- after you use up your data allowance more data comes at a premium. Comcast has justified this as the cap is higher than the majority of people use, but I think it sets a dangerous precedent where Comcast can sell a service, and when the customer tries to use it completely, they penalize them by cutting their their internet access through exorbitant surcharge. Comcast has sent no literature to me yet describing this change in services provided. I dislike how they are attempting to sneak this past their customers, so when they lower the cap to 500 GB or even 50 GB, they can point to now and say the customers were compliant all this time. I am strongly considering downgrading my service to DSL (because due to cable monopolies there are no equal competitors in my neighborhood) due to not wanting to allow this precedent to occur under my name. Please do not let the cable monopoly to continue to find ways to overcharge people who do not have an equal competitor to turn to.

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**Ticket: # 1280124 - Data Caps**

**Date:** 10/21/2016 1:38:53 AM

**City/State/Zip:** Santa Clara, California 95054

**Company Complaining About:** Comcast

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## **Description**

Comcast recently enacted data caps on its cable Internet service. This practice is anti-competitive and a threat to an Open Internet. Comcast is not implementing these caps to protect the integrity of the network. They are simply a way to make money in the short term while stifling competition in the long term. If these data caps are allowed to continue to exist, it is threat to other high-data-rate services like Netflix. With the data caps, it will be much easier for Comcast to promote their own TV products which do not contribute to the data caps, and thus have an unfair competitive advantage.

I urge the FCC to take action to block these data caps from taking effect and threatening the Open Internet.

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[Ticket: # 1280101 - Data Cap on fixed bandwidth plan](#)

**Date:** 10/21/2016 12:41:43 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a 1TB limit on its customers, while at the same time offering upgraded speed for their internet service. If I am getting the service that I pay for (120Mbps download speed) I could utilize the service for approximately 19 hours before reaching the cap. They are charging extra for an unlimited plan, despite selling the service as a fixed upload/download allocation originally without a data cap.

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**Ticket: # 1280110 - Monopolistic Data Capping from Comcast**

**Date:** 10/21/2016 12:47:00 AM

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

**Company Complaining About:** Comcast

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**Description**

I was given notice that I would be charged for using more than a certain amount of data per month. Data Caps are just another way that ISPs are harming Net Neutrality and stifling innovation and competition. Other countries around the world provide cheaper and better internet at faster speeds without data caps and the U.S. is falling behind. Comcast is a monopoly and it needs to be regulated. I am not the only person that this is happening to. You can read about it all over the internet.

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[Ticket: # 1280122 - Data caps on home internet with comcast](#)

**Date:** 10/21/2016 1:29:32 AM

**City/State/Zip:** Kirkland, Washington 98033

**Company Complaining About:** Comcast

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## **Description**

I have data caps set on the internet offered in my area, no other option for another internet provider. I am not happy and want to switch providers but I can't and forced to buy product I don't want. Why is this ok for one company to install data caps and be the sole internet provider in certain area, where is the competition?

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[Ticket: # 1280128 - Data caps](#)

**Date:** 10/21/2016 1:43:12 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast recently imposed a 1TB data cap on many customers, including me, allowing users to remain uncapped for an additional fee. This is particularly troublesome in areas with little or no competition (most of the US, it seems). I feel that this is anti-competitive against untraditional media sources such as Netflix, Hulu, or Amazon, as their services depend upon users ability to stream, and I fear that it will only get worse as more customers change viewing preferences to those services.

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**Ticket: # 1280546 - Data Caps Unfair**

**Date:** 10/21/2016 11:51:36 AM

**City/State/Zip:** Chicago, Illinois 60634

**Company Complaining About:** AT&T

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## **Description**

AT&T and Comcast are my only choices in my area of Chicago due to monopolistic practices. They have offered the same speeds for the past 5 years with promises to increase them when the FCC threatened fines or new laws. They have not brought in fiber or activated faster speeds as promised. Now they have all started putting in so called data caps. What a load of bull shit when they say it is needed and only 1% of users will go over it. This is a preemptive strike on 4k video streaming from places like Netflix to keep their services and lines on lower valued and worse quality. While places like Europe and Korea can get 4k streaming with ease we in the USA are being held hostage by monopolies.

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**Ticket: # 1281348 - Data Caps with Comcast in Jacksonville, FL**

**Date:** 10/21/2016 7:19:46 PM

**City/State/Zip:** Jacksonville Beach, Florida 32250

**Company Complaining About:** Comcast

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## **Description**

Recently I received an email from our service provider Comcast informing us that customers in our service area (Jacksonville, Florida) would be subject to a data cap starting in November. I believe that this new data cap policy infringes upon existing Net Neutrality rules and is harmful to open and fair competition in online markets.

Firstly, Comcast is owned by NBCUniversal--an entertainment conglomerate that has a vested interest in stamping out competitors like Netflix, HBO Now, Twitch.tv, YouTube and many, many others. Sites and services such as these serve as cheaper alternatives to watching cable television (provided by Comcast). Regular use of these services combined with rapid advances in high-definition video quality add up to massive amounts of data used per second. Comcast claims that their 1 terabyte data cap allows for 600-700 hours of HD video each month, but not only does that fail to take into account new technologies such as 4K video (literally 4 times the quality/data of regular HD), but households with larger families can easily exceed that data cap. Imagine a family of five watching five different 4K HD videos separately in their free time--they may not make it through the month without exceeding Comcast's new data cap. And the internet isn't just for entertainment--it's also for education.

These advancements in internet capability and HD video encoding combined have allowed for students around the country (and the world) to learn using both pre-made videos and live tutoring sessions. In fact, my significant other has just started working as an online video tutor. Is it really fair for us to have to worry about how much data she is using not only while working, but helping others learn?

Other, less wealthy nations in this world not only have access to better, faster internet, but they don't have to worry about data caps because excessive data use is simply not a problem. If it was, our internet connection would suffer because we live across the street from a large apartment complex, but it never has and it never will. Comcast claims their data cap is about fairness--about charging high-use customers for using more data. But data scarcity is an artificial issue to excuse charging customers more money for data they need to learn, or work, or just relax after a long day.

The great equalizer of the internet is that it is open and free for us all. If my neighbor has an idea to work from home and starts using a lot of data, he is free to use whatever he needs to make his dreams come true. And the great magic behind the internet and increasing bandwidth is that, no matter what my neighbor does, my access to the internet is unaffected. He can grow his business and contribute the economy and I can watch cat videos in high-definition until my eyes bleed. Comcast's data cap is unfair to customers and inhibits the free enterprise of the internet.

Now more than ever, people have turned to the internet to make a living. There's online tutoring, creating content for YouTube, independent software distribution, live-streaming video content, and so much more. All of these businesses require unfettered access to an open internet and Comcast's decision to cash in on that demand is bad for consumers, small businesses, and Comcast's major entertainment competitors. They claim their 1 terabyte data cap is "impossible to exceed" for most users. Well most people I know get most of their entertainment, education, software, and communication directly from the internet. I'm one of those people. Just yesterday I downloaded 200 gigabytes (or one-fifth (1/5th)) of Comcast's "impossible to exceed" data cap. One fifth in one day.

That's because I get everything from the internet: the entertainment I watch, the games I play/download, the news I read/watch, my communication, and my work is done through the internet.

In fairness, my average data usage isn't as high, but in this day and age--in what we claim to call the most advanced and innovative country in the world--should I or anyone else have to worry about how much data I use at my house? Not at all. In a country where Comcast monopolizes internet service and actively hinders progression and development in the telecommunications industry, this latest data cap policy spits in the face of American innovation and I feel the FCC should put an end to unfair and unnecessary data caps once and for all.

Thank you.

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**Ticket: # 1281494 - SUCKY Comcast**

**Date:** 10/21/2016 9:15:01 PM

**City/State/Zip:** Panama City, Florida 32405

**Company Complaining About:** Comcast

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### **Description**

I AM VERY UPSET! At this time I not have to be enforced to keep my data under a certain limit according to Comcast or i will have to pay extra. Event ho i am on a 2 year agreement they just decide to change that rules on that as well as they tell me tat my average usage is 3253gb for the the last 3 months and that my new "Data Cap" is 1000gb. This is so wrong as i cant event get any other internet service provided in my apartment complex. This needs to stop and something needs to be done about this ASAP>

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[Ticket: # 1281604 - Monopoly raising rates again](#)

**Date:** 10/22/2016 12:04:59 AM

**City/State/Zip:** Broadview Heights, Ohio 44147

**Company Complaining About:** Cox

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## **Description**

The area I live in is just 10 miles from downtown Cleveland and the only ISPs in my area are Cox Communications and AT&T. First of all, let's scratch AT&T off the list, it is extremely pricey for sub-par internet speeds and a data cap (DSL). That leaves Cox, whom also imposes a data cap, which just raised rates again by \$6. I have already had my rates go up by \$24 this year, with no changes to my services. We have no other options in this area, leaving us vulnerable to this monopoly raising rates whenever it feels like it. For a service that should cost about \$50 in other areas is now \$88 here. Please help!

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[Ticket: # 1281664 - Xfinity Data Cap](#)

**Date:** 10/22/2016 3:47:50 AM

**City/State/Zip:** Jacksonville, Florida 32254

**Company Complaining About:** Comcast

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## **Description**

I believe that the new Xfinity data cap is designed to prevent people from streaming with other services like Netflix and Hulu. Xfinity should provide a neutral way of tracking data usage instead of a data usage meter that they control, and we have no way of knowing if it is accurate or not.

Please do not allow them to get away with this.

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[Ticket: # 1281675 - Data Caps](#)

**Date:** 10/22/2016 5:40:31 AM

**City/State/Zip:** Keysville, Virginia 23947

**Company Complaining About:** Shentel

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## **Description**

The data caps are unreasonably low. We have 400 GB limit for 15 megabits speed.

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**Ticket: # 1281711 - Comcast Data Caps****Date:** 10/22/2016 8:36:02 AM**City/State/Zip:** Green Cove Springs, Florida 32043**Company Complaining About:** Comcast

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**Description**

Comcast is employing data caps for broadband usage to our area. This sleazy, snake like practice is unacceptable and should be banned in the United States. They have already been giving the authority to act as a monopoly in most areas. Comcast is just taking advantage of customers by implying they do not use 1TB of data currently. This is just to position themselves to steal money from Americans when 4K TV becomes the norm. This practice can only be accomplished because of lack of competition between broadband providers. Data caps are unacceptable and need outlawed.

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**Ticket: # 1281983 - Comcast Data Caps**

**Date:** 10/22/2016 1:56:19 PM

**City/State/Zip:** Chicago, Illinois 60607

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast recently rolled out a 1TB cap on data usage for all of its existing plans in markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

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**Ticket: # 1282120 - Comcast Data Caps**

**Date:** 10/22/2016 4:29:55 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to arbitrarily add an internet data cap to our internet plan, which was never part of the original agreement. Unfortunately, there is a lack of alternative unlimited options to Comcast in my area (surprisingly, in Seattle), so we as consumers are stuck. We need to do something to open up the internet so competitors can come in and "force" Comcast to roll back this data cap plan.

Clearly, this is not a way to make service better for the rest of us (as they have admitted to), but to make more money off us consumers, with little alternative for us to take. As data demands become greater, I would hope something could be done to prevent these types of predatory tactics to extract more and more money from the consumers. Thank you

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**Ticket: # 1282156 - Comcast continues to stifle creativity on the internet**

**Date:** 10/22/2016 5:05:25 PM

**City/State/Zip:** Seattle, Washington 98125

**Company Complaining About:** Comcast

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## **Description**

Comcast is deploying a 1tb Data Cap nationally next month. This cap is designed to shore up their flagging TV subscription numbers and is not because of any technical limitation. Their PR has been asserting that this will only affect the top 1% of users (over 230,000 people by my estimate). Additionally they are extorting \$50 a month from those people for "unlimited" internet. The numbers they use to dilute their restrictions claim 600 hours of video. The math on this is pathetically inaccurate but really it has nothing to do with today, it has to do with 4k and the future of their TV service.

In the next few years 4k video will be regularly available for the average consumer. 4k BluRays have hit stores and netflix has already been streaming 4k content. 4k video can run upwards of 30gb an hour, severely tightening the "generous" limit comcast gives consumers. This will have a chilling effect on all future video services as many consumers will have to hold back on their consumption of higher resolution video, or other web content. This is in addition to them creating a "fast lane" for their own streaming content which does not count against these caps.

I live in Seattle and despite this being a big tech city there are almost no comparable options for internet service at my address. Comcast has had an extensive monopoly in this area and as the only solution to having comcast internet is to move physical address they are clearly a utility and not a normal business.

Please take steps to regulate Comcast and other companies who are attempting to stifle all creativity and innovation on the internet.

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**Ticket: # 1588095 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:56:45 AM

**City/State/Zip:** Lake Jackson, Texas 77566

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1304207 - Re: [FCC Complaints] Re: Cable One Data Caps**

**Date:** 11/5/2016 9:42:29 PM

**City/State/Zip:** Rio Rancho, New Mexico 87124

**Company Complaining About:** Cable One

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## Description

This is a follow-up to your previous request #1205313 "Cable One Data Caps"

Ms. (b) (6)

I am writing this because I have not heard anything further regarding my complaint. I believe Cable One is responding to my complaint on a daily basis, through further threats to move me to yet another tier of service and by actively throttling my service, but I would like to know the status of the complaint with the FCC. I look forward to your response.

Sincerely,

(b) (6)

> On Oct 11, 2016, at 5:25 AM, (b) (6) <stevem49@me.com> wrote:

>

> Ms. McKenrick,

>

> There is one final point I did not make in my previous reply, and it regards competition. Competition drives innovation, not collusion and micro-monopolies. I live less than two miles from the Albuquerque city limit, which, coincidentally, is where Comcast's service ends and Cable One's begins. That city limit delineates 1 Terabyte, or no data cap (Comcast uses one at that limit, or none at all) from the industry-low 300GB Cable One data cap. That seems capricious and punitive, on Cable One's part, since the infrastructure cannot change appreciably within that corridor. If both companies were forced to compete, which is one of the cornerstones of the capitalism both companies extol, then I would have a choice. But due to arbitrary lines drawn by corporate internet service providers, there is no competition, therefore no choice for consumers, and Cable One can offer lesser, poorer quality service for the same prices as Comcast offers to Burqueños.

>

> That concludes my response. Thank you for allowing me this opportunity to respond to Cable One's justification for industry-low, artificial and arbitrary data caps. Have a great day.

>

> Sincerely,

>

>(b) (6)

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>> On Oct 5, 2016, at 5:27 AM, FCC <consumercomplaints@fcc.gov> wrote:

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[Ticket: # 1316323 - data caps](#)

**Date:** 11/15/2016 5:23:19 PM

**City/State/Zip:** Novato, California 94949

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## **Description**

Comcast added a data cap to my internet service. I don't see how it's not abusing a monopoly, as Comcast is the only available cable internet service in many cases. Additionally, Comcast has shown they have the capacity, as every time google gigabit fiber goes into an area, suddenly Comcast has a matching service/price. This abuse is aiming to knock out players like Netflix. If you Netflix instead of watching cable TV then you can very easily hit the data limit. Perhaps we should force comcast to limit the number of hours of cable TV can be watched?

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**Ticket: # 695111 - Comcast Data Cap and Monopoly**

**Date:** 12/7/2015 2:38:25 PM

**City/State/Zip:** Deerfield Beach, Florida 33442

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Please listen to the consumers affected by the companies you are supposed be regulating.

Supposedly we now have net neutrality blah blah blah.

Sadly what I see is Netflix getting throttled until they pay up and now the new Data Caps in my area for 300Gb. Now mind you here is the math. I only get cable tv because it's "bundled" cheaper with internet then internet alone (some marketing ploy). But now I'm being asked to pay 30\$ more a month for the same internet I use.

Both people in this household are permanently disabled but here is some basic math taken from Netflix website.

1hr of HD TV streaming = 3Gb of data.

Lets go with average american tv watching from this source of 24hrs per week per person so 96 hrs of tv watching / person.

Basic math again for average household with just netflix

$3\text{Gb HD tv} * 96\text{hrs} = 288\text{Gb} / \text{person} / \text{month}$

Since we are two people and rarely watch tv together that equals 576GB per month with just TV alone and netflix.

Add to this downloading games for PC or Xbox and playing (20-30gb per game?), streaming music and radio all day, and using internet for our phone.

All things that now i can't do since i'm using double the internet cap of what I was getting for free before for just watching TV. That's it.

The sad part is as a consumer I have ZERO competition due to monopolies in my area. Nobody can provide fast internet from the local ISPs, Comcast has all the cable pipes, and ATT is capping at 250GB. even lower and I can't go anywhere else. I HAVE to pay Comcast 30\$/month more to just stream internet.

Then when comcast decides to offer their Stream TV BS they can claim to be using their own internet vs my 300GB.

The issue needs to be resolved NOW before America follows with cord cutting or our younger generation continues to use internet with no cable.

In addition as was shown with the Netflix blackmail it's obvious to anybody with half a brain that Comcast has ZERO bandwidth issues. They have plenty to go around as was seen when Netflix played the blackmail and all of a sudden everybody was getting tv again (I was affected by that too). The "hogs" as we're called don't put a strain on the system and Comcast has plenty of bandwidth to go. It's just a monopoly marketing ploy and if nobody takes action (FCC looking at you here) now then they'll just take it for granted and keep screwing us over.

Internet is now a Utility, I need it for work, I need it to stay connected to the world since I'm Disabled , and I need it for TV since I don't use cable and haven't for a decade.

This "cap" will only grow as an issue as 4K video and larger games become available. That has been the trend for decades and Comcast has ZERO incentive to lower or change the cap thus forcing more and more innocent and normal usage people into their web.

PLEASE DO YOUR JOB! Get the powers to regulate or if you think you have them at least raise the issue.

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[Ticket: # 1022167 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/7/2016 10:23:36 AM

**City/State/Zip:** Conshohocken, Pennsylvania 19428

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 702969 - Data caps (Threshold)**

**Date:** 12/11/2015 7:43:10 AM

**City/State/Zip:** Clinton, Mississippi 39056

**Company Complaining About:** Comcast

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## **Description**

I am submitting a complaint about Comcast data caps. Bandwidth is not really a resource that we are running out of. It isn't something that needs to be doled out like candy to a child so they won't get sick. It doesn't need to be hoarded in an effort to protect our safety. It is blatant and obvious Comcast is placing caps on their user's service in an effort to control bandwidth usage and monetize these controls. I have a cap of 300 GB. DO you know how large video files are? Quite large, actually. In fact, some of the video files I download from Netflix and Amazon can be very hefty and burn through the data cap quickly.....wait, hang on. Comcast owns NBC and produces content and also delivers video cable content....Netflix and Amazon do that too....but Comcast is limiting what I can download and view from other content producers?.... I mean it looks like it, but no, surely there's no way a large faceless entity would try and control our usage in an effort to reduce our usage of other providers.

Anyway, I was digressing. You see, they are telling us how often we can walk up and down a hallway. Doesn't that seem quite ridiculous? We have to stay aware of just what has been used each month so we don't go over and incur more fees. Isn't that ridiculous? Well, not with things like wine and bacon, that makes sense to regulate. Or maybe not, live your life, I don't judge.

We, or at least I, ask for the FCC to take seriously any complaints of these caps and address them with Comcast in order to eliminate them. PS, as I send this letter to you, that is data used that I cannot get back, that counts towards my cap of 300GB. Use it wisely.

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**Ticket: # 1588091 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:54:59 AM

**City/State/Zip:** Mesa, Arizona 85202

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588141 - Protect Net Neutrality!**

**Date:** 4/26/2017 3:11:04 AM

**City/State/Zip:** Staten Island, New York 10312

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1022169 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 10:25:15 AM

**City/State/Zip:** Memphis, Tennessee 38125

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1022186 - XX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/7/2016 10:33:47 AM

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

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021952 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 8:47:03 AM

**City/State/Zip:** Valparaiso, Indiana 46383

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1022201 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 10:38:56 AM

**City/State/Zip:** Lees Summit, Missouri 64064

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 715838 - Comcast Data Caps are anti-competitive and unverifiable**

**Date:** 12/18/2015 12:44:09 PM

**City/State/Zip:** Shreveport, Louisiana 71106

**Company Complaining About:** Comcast

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## **Description**

I have been a Comcast customer for over a decade. I've always happily paid my bill. Now suddenly they tell me I am capped at 300GB/month, even though we do not have heavy congestion in our area. This apparently includes both upload and download bandwidth. There is no way to verify what comcast is reporting is correct.

Also, they are doing this at a time when online streaming services are taking off. 300GB/month is not very much if you have multiple members of the household watching netflix, hulu, etc daily. With 4K video just around the corner, this promises to get even worse soon. 300GB is a ridiculously low threshold.

Additionally, many devices frequently get updates that are multiple gigabytes. PC Updates. Game updates on Xbox, Playstation, or Steam. Operating system updates and application updates on smartphones and tablets. All of this happening quietly in the background without the home user actively doing anything. Since it includes upload bandwidth as well, it also counts photo and video backup from my phone, despite those being uploaded in the wee hours of the night.

To make matters worse they are specifically exclude comcast services from the data cap, or at least they claim they do (there is no real way to verify this.) This is extremely anti-competitive behavior. They are trying to force customers onto their services and hurt competing online video services.

Unfortunately, there is very little competition in the internet market in our area. There isn't really any competing service available for users to switch to. This is probably the reason our area was chosen for the comcast data cap "Trial"

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**Ticket: # 1021957 - XXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 8:47:53 AM

**City/State/Zip:** Latham, New York 12110

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1022107 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 9:57:16 AM

**City/State/Zip:** South Lyon, Michigan 48178

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1342086 - Re: [FCC Complaints] Re: Re: [FCC Complaints] Re: Re: [FCC Complaints] Re: Their data meter is as arbitrary as their billing.**

**Date:** 12/6/2016 7:32:16 PM

**City/State/Zip:** Little Rock, Arkansas 72202

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1042241 "Re: [FCC Complaints] Re: Re..."

Never got a response however just a quick update. STILL haven't received the visa gift cards from when i signed up or transferred service STILL haven't received the one for referring a customer nor has she gotten hers for signing up. STILL not receiving the speed I pay for from Comcast, they blame my router which I've replaced twice and it's one of the highest rated routers on the market coupled with the fastest modem avail to consumers and the WIRED speed directly from the modem matches the wireless speed delivered through the router. I still DONT have a choice in isps because there are only two in my area comcrap and att uverse uverse only offers 10 Mbps here. The data cap still threatens net neutrality and isn't justified as outlined in the memo cited and uploaded in my original complain the FCC has received a deluge of complaints about this but has taken no action. I've given Comcast ample opportunities to resolve my issues and have been offered laughable resolutions.

Sent from XFINITY Connect Mobile App

----- Original Message -----

From: FCC

To: (b) (6)

Sent: August 2, 2016 at 2:07 PM

Subject: [FCC Complaints] Re: Re: [FCC Complaints] Re: Re: [FCC Complaints] Re: Their data meter is as arbitrary as their billing.

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**Ticket: # 1345440 - Re: [FCC Complaints] Re: Comcast Data Caps**

**Date:** 12/8/2016 7:43:16 PM

**City/State/Zip:** Milpitas, California 95035

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1243239 "Comcast Data Caps"

Hi,

I haven't received any follow up communications from the FCC. What Comcast is doing is anti-competitive and monopolistic! The FCC should step in to protect it's citizens.

Thank you,

(b) (6)

Hi,

I'd like my complaint to go to the FCC not comcast. Comcast doesn't care, if they cared they wouldn't be doing this.

Thanks,

(b) (6)

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**Ticket: # 1359674 - Re: [FCC Complaints] Comcast data caps**

**Date:** 12/19/2016 4:42:34 PM

**City/State/Zip:** Sunnyvale, California 94086

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1261271 "Comcast data caps"

Hi,

Comcast replied with a very generic email filled with complete misinformation about their data caps. I think it's the FCC's responsibility (and in it's power) to address this issue.

I signed up for internet with them without any data caps. Now they're imposing data caps and saying I can pay up to \$200/month more (I pay \$75/month now) for unlimited data. This is absolutely unacceptable.

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[Ticket: # 807557 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:02:16 PM

**City/State/Zip:** Jersey City, New Jersey 07302

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1022249 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

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

**City/State/Zip:** Colorado Springs, Colorado 80920

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1018422 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/4/2016 5:44:42 PM

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

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1022297 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 11:17:03 AM

**City/State/Zip:** Manlius, New York 13104

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1022460 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 12:03:43 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1022461 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 12:03:45 PM

**City/State/Zip:** Houston, Texas 77055

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 807518 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:00:12 PM

**City/State/Zip:** Urbandale, Iowa 50322

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 1415550 - Re: \[FCC Complaints\] Re: comcast data cap](#)

**Date:** 1/25/2017 10:26:00 AM

**City/State/Zip:** Tinley Park, Illinois 60487

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1072875 "comcast data cap"

So the FCC believes Comcast's marketing? They didn't cut prices. They only raised them and it's very anti-consumer.

(b)

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**Ticket: # 799714 - Ban zero rating!**

**Date:** 2/9/2016 10:48:17 AM

**City/State/Zip:** Portsmouth, Rhode Island 02871

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

(b) (6)

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[Ticket: # 808328 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:26:28 PM

**City/State/Zip:** Seymour, Connecticut 06483

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 808458 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:02:44 PM

**City/State/Zip:** Maple Grove, Minnesota 55369

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

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(b) (6)

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**Ticket: # 1433184 - Re: [FCC Complaints] Re: Internet data cap**

**Date:** 2/2/2017 8:14:53 PM

**City/State/Zip:** Seattle, Washington 98125

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #1246450 "Internet data cap"

Hello,

I received this email in November saying that I would be mailed a copy of Comcast's response to this complaint. I have not yet received any communication from Comcast in regards to this complaint.

I know the previous email says that my complaint was closed, but I have not received a response from Comcast after two months of waiting.

Is there any way for me to get a proper response to this complaint? Or should I open a new ticket?

(b) (6)

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**Ticket: # 1020292 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:36:47 PM

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

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1020293 - XXXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 3:37:01 PM

**City/State/Zip:** Pittsfield, Massachusetts 01201

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020304 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:38:46 PM

**City/State/Zip:** Newland, North Carolina 28657

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1020314 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:39:36 PM

**City/State/Zip:** Hialeah, Florida 33014

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1020317 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:39:44 PM

**City/State/Zip:** El Paso, Texas 79912

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1020315 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 3:39:39 PM

**City/State/Zip:** Louisville, Ohio 44641

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020316 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:39:42 PM

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

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020331 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:43:32 PM

**City/State/Zip:** Eugene, Oregon 97401

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020333 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:43:41 PM

**City/State/Zip:** Brooklyn, New York 11221

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1020345 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 3:45:05 PM

**City/State/Zip:** Saint Paul, Minnesota 55104

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1022462 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 12:03:54 PM

**City/State/Zip:** Berrien Springs, Michigan 49103

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1022463 - XXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 6/7/2016 12:03:56 PM

**City/State/Zip:** Grove City, Ohio 43123

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1022464 - Eugene Hyonsaw's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 12:04:05 PM

**City/State/Zip:** New York, New York 10027

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1022467 - XX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 12:04:12 PM

**City/State/Zip:** Hemet, California 92545

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1022468 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/7/2016 12:04:13 PM

**City/State/Zip:** Houston, Texas 77055

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1022469 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 12:04:19 PM

**City/State/Zip:** Fort Worth, Texas 76102

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1022490 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 12:08:20 PM

**City/State/Zip:** Washington, District Of Columbia 20009

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1019056 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/5/2016 6:53:13 PM

**City/State/Zip:** Houston, Texas 77002

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1022493 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/7/2016 12:08:50 PM

**City/State/Zip:** Washington, District Of Columbia 20009

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1019240 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 2:29:45 AM

**City/State/Zip:** Gillette, Wyoming 82718

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1020258 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 3:33:07 PM

**City/State/Zip:** Salem, Oregon 97306

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020288 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:36:19 PM

**City/State/Zip:** Kansas City, Missouri 64114

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern:

I find this very troubling.

Please pay heed to the consumers.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020289 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:36:35 PM

**City/State/Zip:** Elkins, West Virginia 26241

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1020290 - XXXXXX XXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 3:36:38 PM

**City/State/Zip:** Ahwahnee, California 93601

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 862015 - XXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 3/14/2016 5:28:17 PM

**City/State/Zip:** Georgetown, Massachusetts 01833

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1596679 - Protect Net Neutrality!**

**Date:** 4/30/2017 10:59:09 AM

**City/State/Zip:** Chicago, Illinois 60601

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 568453 - Data Caps](#)

**Date:** 10/4/2015 3:42:28 AM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

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### **Description**

300GB data caps are ridiculous in this day and age, I go over that every month. Punishing consumers who have NOWHERE else to get there internet is a sad and despicable tactic.

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**Ticket: # 1020346 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:45:07 PM

**City/State/Zip:** Castro Valley, California 94552

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020347 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:45:09 PM

**City/State/Zip:** Boxford, Massachusetts 01921

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020348 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:45:15 PM

**City/State/Zip:** Asheville, North Carolina 28805

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020374 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:49:20 PM

**City/State/Zip:** Conway, Arkansas 72034

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020376 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:49:50 PM

**City/State/Zip:** Vacaville, California 95687

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1582990 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:20:50 PM

**City/State/Zip:** Cotati, California 94931

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1583962 - Protect Net Neutrality!**

**Date:** 4/24/2017 5:17:12 PM

**City/State/Zip:** Belfair, Washington 98528

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586070 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:30:11 PM

**City/State/Zip:** Santa Rosa, California 95409

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585816 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:48:54 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585842 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:51:43 PM

**City/State/Zip:** Fillmore, New York 14735

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

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**(b) (6)**

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**Ticket: # 1586061 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:29:14 PM

**City/State/Zip:** Norwood, Massachusetts 02062

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586069 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:30:05 PM

**City/State/Zip:** Redding, California 96003

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587780 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:52:56 PM

**City/State/Zip:** Santa Rosa, California 95403

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1588313 - Protect Net Neutrality!**

**Date:** 4/26/2017 9:34:07 AM

**City/State/Zip:** Round Lake, Illinois 60073

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586422 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:33:06 PM

**City/State/Zip:** Fort Collins, Colorado 80528

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587087 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:43:17 PM

**City/State/Zip:** Rush, New York 14543

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587732 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:26:12 PM

**City/State/Zip:** Fontana, California 92335

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587738 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:30:01 PM

**City/State/Zip:** Claremont, California 91711

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586424 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:33:27 PM

**City/State/Zip:** Santa Monica, California 90405

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586425 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:33:34 PM

**City/State/Zip:** Hibbing, Minnesota 55746

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587797 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:09:04 PM

**City/State/Zip:** Newport Beach, California 92660

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1586045 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:26:17 PM

**City/State/Zip:** Canoga Park, California 91304

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1587912 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:11:33 PM

**City/State/Zip:** Minneapolis, Minnesota 55416

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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(b) (6)

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**Ticket: # 1587807 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:14:43 PM

**City/State/Zip:** Carrboro, North Carolina 27510

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585297 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:34:38 AM

**City/State/Zip:** Conyers, Georgia 30094

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585511 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:13:27 PM

**City/State/Zip:** Arlington, Virginia 22201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585570 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:18:43 PM

**City/State/Zip:** Saint Charles, Missouri 63303

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585612 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:23:07 PM

**City/State/Zip:** Noblesville, Indiana 46060

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1588242 - Protect Net Neutrality!**

**Date:** 4/26/2017 8:52:01 AM

**City/State/Zip:** West Des Moines, Iowa 50266

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1588311 - Protect Net Neutrality!**

**Date:** 4/26/2017 9:33:52 AM

**City/State/Zip:** Albuquerque, New Mexico 87111

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1582900 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:00:14 PM

**City/State/Zip:** Durham, North Carolina 27713

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583023 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:28:23 PM

**City/State/Zip:** Bronx, New York 10465

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1583091 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:45:14 PM

**City/State/Zip:** Parkville, Maryland 21234

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583093 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:45:28 PM

**City/State/Zip:** Waxhaw, North Carolina 28173

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585506 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:12:50 PM

**City/State/Zip:** Corvallis, Oregon 97330

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585720 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:36:46 PM

**City/State/Zip:** Salem, Oregon 97302

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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[Ticket: # 644050 - data cap](#)

**Date:** 11/8/2015 8:25:35 AM

**City/State/Zip:** Canton, Georgia 30115

**Company Complaining About:** Comcast

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### **Description**

Comcast charges too much, and is increasing prices again. We need the internet, but it is becoming too costly. Data capping is unfair.

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**Ticket: # 1587610 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:31:48 PM

**City/State/Zip:** Cleveland, Ohio 44126

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588824 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:05:10 PM

**City/State/Zip:** Walnut Creek, California 94595

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586967 - Protect Net Neutrality!**

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

**City/State/Zip:** Glen Burnie, Maryland 21061

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588182 - Protect Net Neutrality!**

**Date:** 4/26/2017 7:07:03 AM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1584490 - Protect Net Neutrality!**

**Date:** 4/24/2017 9:44:57 PM

**City/State/Zip:** Easton, Maryland 21601

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1582627 - Protect Net Neutrality!**

**Date:** 4/24/2017 11:55:45 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15237

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1582663 - Protect Net Neutrality!**

**Date:** 4/24/2017 12:03:39 PM

**City/State/Zip:** Menominee, Michigan 49858

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1582733 - Protect Net Neutrality!**

**Date:** 4/24/2017 12:23:47 PM

**City/State/Zip:** Worcester, Massachusetts 01605

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1582926 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:05:28 PM

**City/State/Zip:** Tualatin, Oregon 97062

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1582964 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:14:55 PM

**City/State/Zip:** Waukesha, Wisconsin 53188

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1582982 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:19:33 PM

**City/State/Zip:** Newtown, Pennsylvania 18940

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1583067 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:40:28 PM

**City/State/Zip:** Bellevue, Washington 98008

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

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(b) (6)

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**Ticket: # 1583217 - Protect Net Neutrality!**

**Date:** 4/24/2017 2:14:34 PM

**City/State/Zip:** Salem, Oregon 97302

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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**(b) (6)**

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**Ticket: # 1583203 - Protect Net Neutrality!**

**Date:** 4/24/2017 2:10:47 PM

**City/State/Zip:** Sun City, Arizona 85351

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583196 - Protect Net Neutrality!**

**Date:** 4/24/2017 2:09:41 PM

**City/State/Zip:** Elmhurst, Illinois 60126

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583198 - Protect Net Neutrality!**

**Date:** 4/24/2017 2:09:54 PM

**City/State/Zip:** Rochester, New York 14624

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583235 - Protect Net Neutrality!**

**Date:** 4/24/2017 2:18:55 PM

**City/State/Zip:** Lafayette, Colorado 80026

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583376 - Protect Net Neutrality!**

**Date:** 4/24/2017 2:51:00 PM

**City/State/Zip:** Port Angeles, Washington 98362

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583310 - Protect Net Neutrality!**

**Date:** 4/24/2017 2:37:33 PM

**City/State/Zip:** Worcester, Massachusetts 01605

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1584125 - Protect Net Neutrality!**

**Date:** 4/24/2017 6:04:22 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583448 - Protect Net Neutrality!**

**Date:** 4/24/2017 3:09:09 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1583460 - Protect Net Neutrality!**

**Date:** 4/24/2017 3:11:34 PM

**City/State/Zip:** Salt Lake City, Utah 84105

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583483 - Protect Net Neutrality!**

**Date:** 4/24/2017 3:16:35 PM

**City/State/Zip:** Goldvein, Virginia 22720

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1583620 - Protect Net Neutrality!**

**Date:** 4/24/2017 3:44:37 PM

**City/State/Zip:** Washington, District Of Columbia 20010

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1583673 - Protect Net Neutrality!**

**Date:** 4/24/2017 3:55:52 PM

**City/State/Zip:** Nashville, Tennessee 37208

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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(b) (6)

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**Ticket: # 1583679 - Protect Net Neutrality!**

**Date:** 4/24/2017 3:57:51 PM

**City/State/Zip:** Portland, Oregon 97212

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583699 - Protect Net Neutrality!**

**Date:** 4/24/2017 4:02:45 PM

**City/State/Zip:** Phoenix, Arizona 85004

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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**(b) (6)**

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**Ticket: # 1583717 - Protect Net Neutrality!**

**Date:** 4/24/2017 4:10:12 PM

**City/State/Zip:** Washington, District Of Columbia 20015

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583745 - Protect Net Neutrality!**

**Date:** 4/24/2017 4:16:23 PM

**City/State/Zip:** San Francisco, California 94122

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1583805 - Protect Net Neutrality!**

**Date:** 4/24/2017 4:34:33 PM

**City/State/Zip:** Cave Junction, Oregon 97523

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583830 - Protect Net Neutrality!**

**Date:** 4/24/2017 4:39:25 PM

**City/State/Zip:** Saint Petersburg, Florida 33702

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1583845 - Protect Net Neutrality!**

**Date:** 4/24/2017 4:41:39 PM

**City/State/Zip:** Orange, California 92868

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1584023 - Protect Net Neutrality!**

**Date:** 4/24/2017 5:34:57 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1584115 - Protect Net Neutrality!**

**Date:** 4/24/2017 6:01:03 PM

**City/State/Zip:** Seaside, California 93955

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1584160 - Protect Net Neutrality!**

**Date:** 4/24/2017 6:15:33 PM

**City/State/Zip:** Gardner, Kansas 66030

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

Just like a telephone line, the Internet is a means of communication between customers and those they wish to be in touch with, whether that's other customers or businesses. That's all it is, that's all it should be. The regulations that support that need to remain intact.

(b) (6)

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**Ticket: # 1584501 - Protect Net Neutrality!**

**Date:** 4/24/2017 9:52:34 PM

**City/State/Zip:** El Mirage, Arizona 85335

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1584522 - Protect Net Neutrality!**

**Date:** 4/24/2017 10:17:29 PM

**City/State/Zip:** Mullica Hill, New Jersey 08062

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1584559 - Protect Net Neutrality!**

**Date:** 4/24/2017 10:48:46 PM

**City/State/Zip:** Lake Forest, California 92630

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

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(b)

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**Ticket: # 1584578 - Protect Net Neutrality!**

**Date:** 4/24/2017 11:24:25 PM

**City/State/Zip:** Carmel, Indiana 46033

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination. This isn't enough. They're wrong. The Internet is under attack once again! And this proposal spells big trouble for net neutrality. Last year, the FCC put in rules for net neutrality. But those rules could get overturned or repealed. That would be disastrous for online users. Since I use and surf the Internet everyday, the FCC must not interfere for what websites I visit and go to. The Internet is not something to be messed with. It needs to stay open, protected and free for all. Americans deserve better. Net neutrality is

extremely important to me, and it must stay in place. We can't afford to be pushed backward. Action is now.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1584622 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:04:26 AM

**City/State/Zip:** Brooklyn, New York 11218

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1584648 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:01:14 AM

**City/State/Zip:** East Orange, New Jersey 07018

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585512 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:13:32 PM

**City/State/Zip:** Arlington, Virginia 22201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1585526 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:14:12 PM

**City/State/Zip:** Forsyth, Montana 59327

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585093 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:00:18 AM

**City/State/Zip:** Silver Spring, Maryland 20910

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585094 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:00:24 AM

**City/State/Zip:** Silver Spring, Maryland 20910

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585194 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:14:37 AM

**City/State/Zip:** Colorado Springs, Colorado 80917

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585317 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:39:46 AM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585330 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:42:32 AM

**City/State/Zip:** Concord, California 94521

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585382 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:54:44 AM

**City/State/Zip:** Sacramento, California 95816

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1585407 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:00:59 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

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(b) (6)

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**Ticket: # 1585505 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:12:37 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585453 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:08:51 PM

**City/State/Zip:** Jeddo, Michigan 48032

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585454 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:08:57 PM

**City/State/Zip:** Palm Springs, California 92262

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585476 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:10:19 PM

**City/State/Zip:** Glensville, Pennsylvania 17329

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585477 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:10:24 PM

**City/State/Zip:** Boulder, Colorado 80304

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585501 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:12:24 PM

**City/State/Zip:** Monroe, Louisiana 71201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1585502 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:12:25 PM

**City/State/Zip:** Murrieta, California 92563

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585503 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:12:32 PM

**City/State/Zip:** Lafayette, Indiana 47905

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585504 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:12:36 PM

**City/State/Zip:** Sodus, New York 14551

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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**(b) (6)**

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**Ticket: # 1585653 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:28:35 PM

**City/State/Zip:** San Diego, California 92109

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585717 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:36:31 PM

**City/State/Zip:** Middletown, Connecticut 06457

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585721 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:36:49 PM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Don't turn the internet into the "wild west".

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585722 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:37:03 PM

**City/State/Zip:** Los Angeles, California 90028

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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(b) [REDACTED]

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**Ticket: # 1585725 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:37:11 PM

**City/State/Zip:** Denver, Colorado 80205

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585794 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:45:16 PM

**City/State/Zip:** Culver City, California 90230

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585832 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:50:15 PM

**City/State/Zip:** Schenectady, New York 12303

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585841 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:51:36 PM

**City/State/Zip:** San Francisco, California 94107

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585883 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:58:41 PM

**City/State/Zip:** Spring, Texas 77373

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585918 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:04:49 PM

**City/State/Zip:** Kodiak, Alaska 99615

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b)

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**Ticket: # 1585949 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:08:49 PM

**City/State/Zip:** New York, New York 10026

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585987 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:13:47 PM

**City/State/Zip:** San Antonio, Texas 78232

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585990 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:13:59 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585992 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:14:35 PM

**City/State/Zip:** Staten Island, New York 10305

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585993 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:14:35 PM

**City/State/Zip:** Los Angeles, California 90066

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586160 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:49:05 PM

**City/State/Zip:** Middlesex, New York 14507

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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- \* Block sites and apps, to charge them "access fees"
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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586037 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:25:02 PM

**City/State/Zip:** Fairfax, Virginia 22030

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586043 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:25:59 PM

**City/State/Zip:** Houston, Texas 77002

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586171 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:51:03 PM

**City/State/Zip:** Bronx, New York 10453

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586175 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:51:25 PM

**City/State/Zip:** Berwyn, Illinois 60402

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586220 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:58:15 PM

**City/State/Zip:** Duluth, Minnesota 55803

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586409 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:30:48 PM

**City/State/Zip:** Sioux Falls, South Dakota 57108

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1586273 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:07:16 PM

**City/State/Zip:** Richmond, Texas 77469

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586274 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:07:19 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586571 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:01:28 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586419 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:32:23 PM

**City/State/Zip:** Tinton Falls, New Jersey 07724

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1586497 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:45:28 PM

**City/State/Zip:** Kennewick, Washington 99336

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Please leave our Internet free...I am a mom of 5 who just want you to leave our Internet alone and free like it has been! Please think before you vote of the families begging you!!

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1586969 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:13:30 PM

**City/State/Zip:** Glen Burnie, Maryland 21061

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586570 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:01:23 PM

**City/State/Zip:** San Francisco, California 94122

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586617 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:12:26 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588653 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:22:15 AM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586642 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:17:40 PM

**City/State/Zip:** Vergennes, Vermont 05491

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1586656 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:19:29 PM

**City/State/Zip:** North Las Vegas, Nevada 89031

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586711 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:27:25 PM

**City/State/Zip:** Stevensville, Michigan 49127

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586757 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:31:54 PM

**City/State/Zip:** Berkeley, California 94708

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1586862 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:53:06 PM

**City/State/Zip:** Ajo, Arizona 85321

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586963 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:12:56 PM

**City/State/Zip:** Honolulu, Hawaii 96813

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1587078 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:42:06 PM

**City/State/Zip:** Escondido, California 92025

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587440 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:28:13 PM

**City/State/Zip:** Glendale, California 91201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1587836 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:24:27 PM

**City/State/Zip:** Storm Lake, Iowa 50588

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

I DON'T WANT MY ISP deciding WHERE I go online, WHAT I do online, HOW I do stuff online, WHEN I choose to do it, and I DON'T WANT MY ISP deciding with WHOM I conduct commerce, correspondence, or other types of communications with, online!!!

I WANT NET NEUTRALITY PRESERVED!!!!

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1587456 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:31:54 PM

**City/State/Zip:** Bossier City, Louisiana 71111

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587724 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:22:26 PM

**City/State/Zip:** Albuquerque, New Mexico 87123

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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(b) (6)

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**Ticket: # 1588134 - Protect Net Neutrality!**

**Date:** 4/26/2017 2:42:42 AM

**City/State/Zip:** Las Cruces, New Mexico 88001

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1587843 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:25:44 PM

**City/State/Zip:** Tucson, Arizona 85713

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588064 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:13:06 AM

**City/State/Zip:** Minneapolis, Minnesota 55431

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1587869 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:39:14 PM

**City/State/Zip:** Portland, Oregon 97214

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588135 - Protect Net Neutrality!**

**Date:** 4/26/2017 2:46:58 AM

**City/State/Zip:** Fort Lauderdale, Florida 33301

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

(b) (6)

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**Ticket: # 1587878 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:45:01 PM

**City/State/Zip:** Phoenix, Arizona 85028

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff. Net neutrality is. Rey I, portent to me.

(b) (6)

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**Ticket: # 1588137 - Protect Net Neutrality!**

**Date:** 4/26/2017 3:05:58 AM

**City/State/Zip:** La Habra, California 90631

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1588156 - Protect Net Neutrality!**

**Date:** 4/26/2017 4:18:48 AM

**City/State/Zip:** El Sobrante, California 94803

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588063 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:12:12 AM

**City/State/Zip:** Minneapolis, Minnesota 55431

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1588071 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:18:00 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19104

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588096 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:57:22 AM

**City/State/Zip:** New York, New York 10040

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1588133 - Protect Net Neutrality!**

**Date:** 4/26/2017 2:37:45 AM

**City/State/Zip:** Hurricane, Utah 84737

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588201 - Protect Net Neutrality!**

**Date:** 4/26/2017 8:03:57 AM

**City/State/Zip:** Red Bank, New Jersey 07701

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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(b) (6)

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**Ticket: # 1588215 - Protect Net Neutrality!**

**Date:** 4/26/2017 8:19:54 AM

**City/State/Zip:** Madison, Wisconsin 53703

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1588233 - Protect Net Neutrality!**

**Date:** 4/26/2017 8:43:40 AM

**City/State/Zip:** Cresco, Iowa 52136

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588305 - Protect Net Neutrality!**

**Date:** 4/26/2017 9:32:01 AM

**City/State/Zip:** Brecksville, Ohio 44141

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588331 - Protect Net Neutrality!**

**Date:** 4/26/2017 9:45:09 AM

**City/State/Zip:** North Hills, California 91343

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1588332 - Protect Net Neutrality!**

**Date:** 4/26/2017 9:45:31 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19143

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b)**

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**Ticket: # 1588354 - Protect Net Neutrality!**

**Date:** 4/26/2017 9:56:09 AM

**City/State/Zip:** Linden, New Jersey 07036

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I'm sending these letters to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them. And also, with the asinine service from these providers citizens of this great nation have to deal with, we absolutely need more options to choose, given especially how behind we are compared to the world.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an IMPARTIAL FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

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(b) (6)

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**Ticket: # 1588803 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:01:11 PM

**City/State/Zip:** Winter Park, Florida 32792

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588820 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:04:26 PM

**City/State/Zip:** Austin, Texas 78752

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 705669 - Data caps**

**Date:** 12/12/2015 11:55:51 PM

**City/State/Zip:** Nampa, Idaho 83687

**Company Complaining About:** Cable One

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## **Description**

The data caps enforced by Cable One are far too small for the average consumer and are unfairly enforced by forcing consumers to either upgrade to more expensive plans or have their service cut off. There is no option to upgrade to a plan that just has more data, instead being forced to pay for a higher speed to have a higher data limit. This has become especially bad since Cable One rolled out new plans and getting rid of old plans, forcing most consumers to pay more for the same amount of data, while also getting double the speed making it even more difficult to not go over the limit.

I was personally forced from a 50mbps plan with 300GB per month to 100mbps plan with the same 300GB per month, while also paying an additional \$5 per month.

This limit of 300GB is ridiculously low to begin with. At a constant 50mbps, that limit could be reached in about 13.3 hours. With the new 100mbps speed, it can be reached in 6.7 hours. 6.7 hours of data usage at advertised speeds for an entire month is ridiculously small. With 720 hours in a month on average, I can only use my internet at the advertised speed for roughly 1% of the month.

This problem only gets worse on higher plans. The biggest data cap on residential plans is 500GB at 200mbps. 5.5 hours at the advertised speed to reach the limit, on average using the advertised speed for about 0.7% of a month.

Plus even this highest limit of 500GB is completely insufficient for an average family. A modern family of 4 likely has 4 smart phones, 1-2 televisions that can stream internet video, and at least 1 computer. If that family did nothing on the internet except watch Netflix, they could only watch 125 hours of SD video or 42 hours of HD video before reaching the limit. So even doing nothing besides watching Netflix, an average household member could only watch for 5% of the month before reaching the limit.

Once any family has exceeded that 500GB limit on the most expensive residential plan for any 3 months over the lifetime of the account, they are forced to either cancel or upgrade to a prohibitively expensive business plan.

There is no reason for the existence of these data caps since the transfer of data is not a finite resource. It is completely unfair to consumers to both enforce such ridiculously low data caps and to have doubled data speeds while keep data caps the same, making it even more difficult to not exceed to limit.

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**Ticket: # 731905 - Data Caps are Killing Internet Access**

**Date:** 12/30/2015 10:19:52 PM

**City/State/Zip:** Walnutport, Pennsylvania 18088

**Company Complaining About:** Blue Ridge Communications

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## **Description**

I am writing once again to communicate of a serious incident encountered with Blue Ridge Communications in Eastern Pennsylvania.

As of September 1, 2015, they have implemented draconian data caps of varying degrees on their rural customers who have Blue Ridge Communications as their only choice (which is the case in most of their market). They had unlimited data before that between the hours of 1AM and 5PM. Our regular data consumption pattern for the last few years was not problematic, and we attempted to comply with the 250 GB cap during the hours of 5pm-1am, with success in almost all the time. Currently, since their caps have been implemented, we have been unable to do the usual day to day household consumption, and has caused severe stress as we are a family of 5, some of us students. Windows updates, video conferencing, and Netflix, among other things outside our control, have been consuming data in ways we cannot minimize. The speeds are 10 MBPS and the price is almost \$60, which is higher than anything I have ever paid. Elsewhere, I pay 39.95 for 75 MBPS with Comcast, among others previously, such as RCN or Atlantic Broadband.

I have called multiple times, and they have declined multiple times to roll back the data cap, and provide unmetered internet. The alternative is to pay a tremendous amount of money per 50 GB or upgrade to a slightly faster plan (15 Mbps) and gain an additional 100 GB, which is still insufficient. We are being severely punished, financially, for doing what we have always done as loyal customers, and have ALWAYS been told that what we had done in the past is nonproblematic and compliant.

I believe this move has nothing to do with network congestion, and entirely to do with maximizing profits and killing the competition to cable television from online streaming services. I also believe that these data caps are against Net Neutrality regulations.

I would also like to report that their customer "service" is amongst the worst I have ever encountered in my life, and I have experienced horrific CS in the past. Reaching a CS agent typically takes an hour, and have even been deliberately dropped at times when call volume is high (which has never happened elsewhere when I call and wait in line). They have extremely inflexible CS, often needing escalation to a supervisor to get necessary information or a simple credit.

They have been unable to change the plan type, or the price structure, for multi-year, loyal customers like us, and decide to continue their hostile and greedy campaign of fleecing the customer, and insulting them with virtually nonexistent customer service, low quality connectivity, and an unreliable, outdated network, and most importantly, excessively high prices. In my neighborhood (Magellan Drive), they are a cable monopoly and we have no other choices for internet access via cable (the alternative service is Verizon's DSL, with a maximum speed of 3 mbps).

As a result, I have canceled my service as of January 2, 2016 and switched to an alternative means of connectivity, until they correct the hostile and untenable violations listed above.

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[Ticket: # 1020409 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 3:57:31 PM

**City/State/Zip:** Chesapeake, Virginia 23321

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020410 - XXXXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 3:57:58 PM

**City/State/Zip:** Williston, Vermont 05495

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 763637 - Xfinity Data Caps](#)

**Date:** 1/20/2016 2:30:13 PM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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## **Description**

When I signed up for the service, there is no indication of this data caps. Now I am getting 2 warning about my data usage. Comcast is very irresponsible not telling its customers about the data caps. I feel strongly regretted about signing up for their service.

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[Ticket: # 996038 - AT&T data Caps](#)

**Date:** 5/24/2016 7:06:51 AM

**City/State/Zip:** Acworth, Georgia 30102

**Company Complaining About:** AT&T

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### **Description**

Data caps are unfair, anti-consumer, price gouging business practices. and shold not be allowed.

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[Ticket: # 733029 - Comcast data cap](#)

**Date:** 12/31/2015 8:31:01 PM

**City/State/Zip:** Johnson City, Tennessee 37604

**Company Complaining About:** Comcast

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## **Description**

Comcast is enforcing a data cap and they are the only Internet provider in area. The 300gb limit has nothing to do with Internet congestion, rather it is another way for Comcast to overcharge for their service.

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[Ticket: # 733084 - Comcast's Data Cap](#)

**Date:** 12/31/2015 10:44:47 PM

**City/State/Zip:** Atlanta, Georgia 30342

**Company Complaining About:** Comcast

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## **Description**

Comcast's cap puts me into a terrible position. I'm going to be moving with 3 others in just a few months and our only reasonable choice is Comcast. Their 300gb data cap makes it impossible for us to all use Netflix or any other streaming service for a reasonable time period. They offer the chance to pay \$30 to remove the cap, but only in certain areas and Atlanta isn't one of the lucky ones. Please do something about their unreasonable data caps.

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**Ticket: # 733198 - Comcast 300GB Data Cap**

**Date:** 1/1/2016 1:28:09 AM

**City/State/Zip:** Brentwood, Tennessee 37027

**Company Complaining About:** Comcast

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**Description**

Comcast's 300GB data cap is bad business in two ways:

1) There is no technical justification for the data cap. Even Comcast admits this. So....why are they still allowed to use this cap as a revenue enhancement?

<http://bgr.com/2015/08/16/comcast-data-caps-300-gb/>

2) I have five children - the data cap is set arbitrarily and cannot be changed based on home situation. To hold my family to a 300 GB limit with 5 children is not feasible compared to a typical family of two children. I am being penalized and when I call about the cap, I am told there are no options.

I currently pay nearly \$70/month for internet service and with the caps, I am pushing upwards to \$100 once the courtesy period ends.

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[Ticket: # 733397 - Data caps require customer pay for advertising](#)

**Date:** 1/1/2016 5:42:01 AM

**City/State/Zip:** Afton, Tennessee 37616

**Company Complaining About:** Comcast

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## **Description**

Isn't it illegal to require customers to pay to receive a company's advertisement? Data caps whether via cell phone or broadband require customers to pay for advertising through pop-ups or when watching videos on YouTube, broadcast TV websites, Hulu or other sources. Please affirm the illegality of data caps and force communication providers to stop profiteering with them.

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**Ticket: # 733449 - Data Caps and lying customer service representative****Date:** 1/1/2016 10:28:53 AM**City/State/Zip:** Tucson, Arizona 85704**Company Complaining About:** Comcast

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**Description**

On 12/30/15 I called Comcast at 8002662278 and spoke with a male representative, I was looking at starting service with Comcast and wanted to know the speeds and restrictions regarding Internet services, I specifically asked the rep if my area of Tucson, Arizona 85704 had any data caps that I had read Comcast was trying in select markets. The representative advised me that no their where no caps in my area and that is was mainly east coast trails not in the west cost. I then proceeded to complete my order for internet. Due to issues with Comcast wiring I as of this moment still do not have any internet but I am also finding that my area is yes indeed a data cap area and when I called back to Comcast on 1/1/16 I spoke with a rep Lee who stated first she did not know anything about caps to the internet, but then when I offered to send her the website from Comcast own website about the caps and markets they are in she then remembered everything about the caps and then tried to inform me that I can move up to a higher speed internet package to get a larger cap. I now have two instances where Comcast representatives are pretending ignorance regarding the data cap then the only resolution I am offered is to pay Comcast more money to get a higher data cap. This miss information and bait and switch is very troubling, and since Comcast is the only high speed internet provider in my area and has monopoly on cable services I have to either deal with their lying and deception or simply go without internet. Being that I do not subscribe to tv service and Internet is my main source of communication and information this places me at disadvantage. I do not think that a company can get away with flat out lying about their service details and restrictions and not providing any official way to receive that information is bad business practice and should be guarded against by the FCC. Being that Comcast has monopoly on high speed internet service in my area and they are imposing a cap on service that others and themselves provide unrestricted in other areas of not only my city but also the country, I am needing assistance as this is restricting my choice and rights as a consumer. Also since they have monopoly on cable high speed internet I find that they do not have competitive rates, I had originally wanted service from Cox as they are lower price but Comcast owns all the rights to my zip code, so in other parts of my town they have choice and competition to offer fair and reasonable rates but due to the monopoly of Comcast I have to deal with whatever lies and rates they decide to offer.

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**Ticket: # 733595 - Unfair Practice with Data Caps**

**Date:** 1/1/2016 1:47:43 PM

**City/State/Zip:** Fayetteville, Georgia 30214

**Company Complaining About:** Comcast

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## **Description**

Comcast is conducting itself in a blatantly anti-competitive and anti-consumer manner. While there are many issues with how the company conducts itself I want to focus on their data caps.

First of all, the data caps do not make sense from a technical standpoint as data is an unlimited resource and the only possible limitation is bandwidth. They even acknowledge this in their pricing structure where you pay more for more bandwidth. They then bring in their data cap in order to gouge consumers for using the bandwidth they are already paying for. They try to refute this with the line of "Well if you use more internet you should pay more", but that makes no sense as bandwidth is a volume issue and they should have the capacity to service all of the customers they take on with the bandwidth they pay for and the amount of data the individual customers use in a month is irrelevant.

Next this becomes anti-competitive as Comcast is also a TV provider and blatantly tries to shut down internet based alternatives to it's TV service with moves such as the data caps. When actually using internet based alternatives such as Netflix and the myriad of other services you will use the data cap quickly. They then turn around and state that their streaming services will be exempt from data caps. They then also make it more expensive to have internet only plans, artificially inflating their TV subscriber counts with people like me who watch no TV but had to buy the bundled packages to pay a price that isn't completely ridiculous. I am then basically punished and have to pay them MORE money when I don't use their TV service and instead use internet alternatives which use the internet bandwidth that I have already paid for.

Data caps should not be allowed as a practice, and it is ridiculous that they can still get away with this.

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**Ticket: # 733614 - Local ISP Problems****Date:** 1/1/2016 1:57:04 PM**City/State/Zip:** Murphysboro, Illinois 62966**Company Complaining About:** Zitomeia

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**Description**

Local ISP "Zitomeia" issued data caps for people who have the internet service as of 1/1/15 last year. They did this without telling us as customers that have the internet service and without the general consent of anybody in our family who uses the lowest internet speed in which "Zitomeia" provides. It is also the only internet some may receive in rural areas. After we have passed their newly inputted data caps without our knowledge, they began throttling our internet down to at least to a range of 0.20mb to 0.55mb instead of what we are paying for each and every month. We only recently discovered this as of 4 weeks ago from when this request was filed. We also have tried talking to "Zitomeia" to fix this problem in which we payed for our internet with no data caps or limitations before they inputted these regulations, but to no avail. I urge you to fix this matter.

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**Ticket: # 733800 - Data Caps**

**Date:** 1/1/2016 7:02:29 PM

**City/State/Zip:** Boone, Colorado 81025

**Company Complaining About:** Verizon Wireless

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## **Description**

It is ridiculous how much I am being charged for data. How can we have open internet if data caps are in the way. As a student in college, I need to use internet for research and job applications. I can not do what I need to with my data cap being so low as 20 GB a month spread across three people. And on top of that, the only thing that even reaches my house is Verizon so they have a monopoly for the region. Every time the contract is renewed they either lower the cap (before I renewed I was paying the same amount I am now but had 30 GB of data per month) or raise the price. As things are getting more advanced, the file size of things are getting larger and larger and I can't keep up. Data caps are nothing but a scam for money and limit the freedom of people on the internet.

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[Ticket: # 733831 - Comcast DATA CAP](#)

**Date:** 1/1/2016 7:44:30 PM

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

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## **Description**

My complaint is about how the data cap that Comcast has on my account is unfair. I have called several times to ask about this issue and have not found a real solution. This is just bad because I have a family of six who use the internet for educational purposes. I have to pay way more on my cable bill just for my family can be able to learn. This is just unfair.

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**Ticket: # 733853 - Suddenlink Data Caps****Date:** 1/1/2016 8:29:53 PM**City/State/Zip:** Lubbock, Texas 79410**Company Complaining About:** Sudden Link

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**Description**

Suddenlink is capping my data at 450 gigs even though they sent me a letter informing me that would raise that cap to 550 gigs (letter attached). I have called sudden link to complain and for two months they strung me along saying the issue would be resolved. Finally I called a third time and the representative explained the mailer was sent arbitrarily to everyone?! The service I get (speed wise, at least) is actually fairly good, but I work from home, I stream netflix and video games, and Suddenlink has me constantly looking over my shoulder, checking if I have exceed some arbitrary data cap.

I mean, you (the you that is reading this at the FCC?) knows this is bad business and basically a complete lie, right? They are instituting these caps to make people buy cable because that business is dying and they are not forward thinking enough pivot and meet their customers where they want to be. I think that internet providers should not also be content providers. Cable companies and ISPs also need to be separated and regulated if we are ever going to make it somewhere on this issue

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[Ticket: # 734021 - Comcast Data Caps in Hattiesburg MS.](#)

**Date:** 1/2/2016 2:49:56 AM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast has instituted a 300 GB data cap per month in my area. It is outrageous to pay for the speed of the internet provided and then have to pay again for the amount of data used.

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[Ticket: # 734264 - Armstrong utilities is stifling competition](#)

**Date:** 1/2/2016 2:57:47 PM

**City/State/Zip:** Ashland, Kentucky 41102

**Company Complaining About:** Armstrong Utilities

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## **Description**

Armstrong utilities has a data cap of 200GB, which is draconian, but fair, if applied equally to all customers. However, it is not. Armstrong raises the cap substantially, up to 500GB, if you subscribe to their phone and cable television services, a system designed to gouge customers who do not want standard cable, but instead prefer OTT services, such as netflix, or satellite TV, such as DirecTV. This is anti-competitive behavior, and possibly a violation of net neutrality, as it is an ISP limiting bandwidth for the purpose of pushing other products.

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[Ticket: # 734437 - ISP Data Caps and ISP content purchases versus Net Neutrality](#)

**Date:** 1/2/2016 6:24:15 PM

**City/State/Zip:** Atlanta, Georgia 30305

**Company Complaining About:** Comcast

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## **Description**

Why are ISPs such as Comcast are allowed to put a data surcharge on content available from other providers, but then sell the same content over the same wires without similar surcharges? I thought this is exactly what Net Neutrality regulations were supposed to guarantee would not happen.

Comcast has put me in a position where I must pay more for content purchased from other providers. Comcast should not be allowed to sell on-demand content, or they should not be allowed to levy data cap based surcharges, one or the other.

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## Ticket: # 734493 - Comcast will not do a thing regarding WiFi hacking while enforcing their Data Cap

**Date:** 1/2/2016 7:41:52 PM

**City/State/Zip:** Miami, Florida 33196

**Company Complaining About:** Comcast

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### Description

Since October of 2015 Comcast has enforced a Data Cap on my account. This has been a nightmare trying to regulate in my home due to internal and external issues that Comcast will not acknowledge. I have attached an audio recording of my last conversation with 3 representatives at Comcast. I'm sorry I did not edit the waiting periods of the clip. Please use Windows Media Player and fast forward. The recording details the problems I have had dealing with the Comcast Data Cap. I will describe it here to elaborate on the audio clip. Since October of 2015 I've been getting emails, calls and screen pop up advising me that I am getting close to passing the 300gb cap. Even though I could not figure out why this kept happening I tried my best to investigate why this was happening. Comcast would and could not help me, they just advised me to investigate myself. After 2 months that I passed 300gb I decided to check my Comcast Modem/router for anything that could help me. Keep in mind this I am doing with out Comcast advising me. When I logged on I noticed 2 unkown connections. One was a MoCa connection and the other was a wifi connection. I checked to see if it was something in my home but it was not. I decided to block them both and reset my wifi and modem passwords. I restarted and logged back in the modem to find that both connections were still there. The wifi eventually disappeared but the MoCa stayed. I decided to contact Comcast Tech Support. The Tech logged on to the Modem and attempted to block the unknown connection also, but again it returned. He then decided to completely hard reset my modem and rename everything. After he did that the unknown connection stopped. After analyzing the situation The Tech determined it was a Range Extender type adapter that had hacked into my wifi signal and was stealing my internet. This explains all the unknown data use and why I had been going over my Cap. The next morning I called the Data Cap department at Comcast and explained the situation and gave them the Tech report number for reference. I asked them to remove the months I had gone over the 300gb but they refused telling me that it was my problem I was hacked. They would not be responsible for it and they were not going to do anything about it. This is wrong. The data cap policy is wrong. Comcast is wrong! Please help me. I did nothing wrong to have to deal with this. This problem has caused conflicts at my home and arguments because I was blaming other users in my home. Please Help Comcast understand there is a problem with what they are doing to their customers. Please do not have Comcast contact me with excuses on what has happened by pointing the finger at me because that is wrong. The system is broken and what they are doing is wrong. My Comcast leased Router/Modem was hacked from the output signal, there was nothing I could do to stop or prevent it. also Comcast never helped to inform or prevent this before they started the data cap policy. I cannot be the only customer this has happened to! FCC please help!

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[Ticket: # 734647 - data caps](#)

**Date:** 1/2/2016 11:36:55 PM

**City/State/Zip:** Auburn, California 95603

**Company Complaining About:** AT&T

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## **Description**

AT&T new 150 gb data cap had raised are fee in December 2015 400%. from \$50 to \$200 the lack of any upgrade options other then u verse with is not in my area is a thinly veiled price hike on a serves they almost have a monopoly on do to how much cable cost to run down are road and satellites high lag times and price. there are no tears only \$10 for another 50 gigs that dont role over and no way to buy more ahead of time at a reasonable price I under stand i use more data then most the lack of a plan with any higher cap at the same speed is wrong I only get 6mb down more like 4.5 in real life . A modern computer or console game is now 40 gb so this cap is like a 10\$ tax on any game I cant buy physically

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[Ticket: # 734675 - Comcast data cap policy](#)

**Date:** 1/3/2016 1:07:12 AM

**City/State/Zip:** Little Rock, Arkansas 72210

**Company Complaining About:** Comcast

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## **Description**

Recently Comcast has started a 300 GB data cap in my area. With the exorbitant prices current broadband providers already charge, compared the actual cost of providing Internet access, this cap is absolutely absurd. Comcast has no interest in maintaining an open Internet, or in actually serving their customers the way they should be. Data caps on home Internet connections are an utter joke and this is just further reason why all these telecom giants are killing any chance we have at gaining comparable infrastructure to our neighbors in Europe and Asia.

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**Ticket: # 734716 - Comcast Data Caps**

**Date:** 1/3/2016 2:45:17 AM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting data caps as if data is some finite resource. Their methods of tracking the amount of data used have not been proven to be accurate. When I signed up there was no data cap and with speeds getting faster this is an excuse to gouge the consumer down the line. With 4k broadcasts coming to Netflix at a rate of 18.8 GB/hr the entire allotment of data can be blown through by binge watching a season of House of Cards.

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**Ticket: # 734842 - Data Caps and speed issues**

**Date:** 1/3/2016 12:41:10 PM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Comcast

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## **Description**

My internet provider seems to be structuring their internet service to promote use of their other products (cable tv, streampics, video on demand) at the expense of competing services (such as HULU, VuDu, Amazon Prime, Netflix, other web based streaming video) through use of restrictive data caps with their high speed internet services when content is from any source other than through their services such as streampix or Xfinity On Demand. This seems to me to be some way of circumventing net neutrality laws and beyond that, it is just unnecessary and shady. They effectively have a monopoly on high speed internet in my area so they can basically force us to do whatever they want if we want to be able to access high speed internet utility. Please stop these unfair and exploitative business practices.

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[Ticket: # 734859 - Data cap for already overpriced Internet access](#)

**Date:** 1/3/2016 1:17:00 PM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

I recently received notification from comcast stating that if I reach a new data cap that they just imposed I will be charged more for my Internet use that I am already paying a small fortune for. At the point that I signed up there was no such cap. Since there really is no competition for comcast I believe they are just doing this because they can, and putting all the customers in an unfair position. I believe that comcast should not be allowed to cap their service at all but a minimum for customers who signed up without one. I signed up for a service with a specific upload and download speed not a limited service. It is real sad that these companies can get away with this behavior.

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[Ticket: # 734954 - Data Cap](#)

**Date:** 1/3/2016 3:36:22 PM

**City/State/Zip:** Fayetteville, Georgia 30215

**Company Complaining About:** Comcast

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## **Description**

The current 300GB data cap is unrealistic in 2016. Cogeco cable (in Canada) had the same limit in 2007, almost a DECADE ago, before media was distributed over the internet like now. With 4K streaming down the road, this will be a real problem in a few years, when 300GB is used up in a week! Essentially, this is bandwidth throttling.

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**Ticket: # 735252 - Comcast Data Caps****Date:** 1/3/2016 10:37:54 PM**City/State/Zip:** Hollywood, Florida 33024**Company Complaining About:** Comcast

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**Description**

Comcast has implemented a data cap (comcast refers to it as a data usage policy but the FCC document "Policy Issues in Data Caps and Usage-Based Pricing" released in 2013 defines the practice as a data cap) in several of its markets on a "trial" basis. Comcast claims that the cap it to promote fairer pricing of internet services on their network and likens using more data to using more electricity or water from another utility. If Comcast is allowed to bill for data used on their network, there should be no cost for the connection to the network. Water and power utilities do charge for a pipeline of a certain level to a location as Comcast does. The policy that Comcast is trying is detrimental to the way the internet works. The ability to watch videos uploaded and streamed over the internet has allowed students to learn on scales never before imagined, police officers to be held accountable for their actions on the public, and for entire movies to be watched without leaving the comfort of ones chair. In addition there is no clear definition of what a gigabyte is to consumers nor is there a way to audit Comcast's data meter. Should data that consumers do not want (internet ads, auto-play videos on sites such as facebook, operating system updates, etc...) count against a users cap? Do consumers even know that these items use data? How can a consumer go into their account and ensure that the data used is actually theirs? Comcast has failed to provide detailed usage records like phone companies do when billing for data.

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**Ticket: # 735255 - Internet data cap usage by COMcast**

**Date:** 1/3/2016 10:43:02 PM

**City/State/Zip:** Kennesaw, Georgia 30152

**Company Complaining About:** Comcast

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## **Description**

Comcast's Data cap usage is very pathetic. They dont have any usage meter or traffic meter or logs to show that I have consumed the amount of data they have imposed on the bill.

If Service provider like Comcast is gonna follow data cap strategy, they should have developed enough tools to validate that the user has consumed that much amount of data..

My bill shows that I have been consuming lots of data even though we dont use that much streaming or stuff and all my calls CSA ended up in vain.

This should be dropped or should be implemented after comcast upgrading its tools to show logs of data usage.

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**Ticket: # 735277 - SuddenLink Not telling about Data Caps****Date:** 1/4/2016 12:02:18 AM**City/State/Zip:** Boonville, Missouri 65202**Company Complaining About:** Sudden Link

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**Description**

I didn't exactly lose money, but the company screwed us in the long run. We previously had DSL internet without a datacap through ATT. I wanted to switch my father over to a faster internet and talked with SuddenLink a couple of times about their service before switching over. When i spoke with them, they never mentioned a datacap on their services when trying to get me to switch to them. Because everything they mentioned to me, i decided to call them and get the service connected. After a week of good service we cancelled our account with att. 9 days after we had the service connected, we were contacted telling us we were reaching our datacap! Well needless to say we were quite surprised since this was the first we heard about a datacap. After calling the company and telling them that this was never mentioned to us, the people i talked to including the supervisor kept trying to upsell us to higher data caps. Number one, i'm not paying more for something that i thought came with the service, and number two a 250 gb datacap is nothing for a 30mbps data connection.

It's actually a waste to have that fast of internet with that kind of datacap. After talking with multiple people including speaking with a manager, i was basically told tough luck and i could pay for a datacap or cancel my service if i wanted. Cancelling my service does me no good anymore since i cancelled my other service with att and lost out on my grandfathered plan of not having a datacap. So basically i am now up the river without a paddle because SuddenLink falsely advertised their service to me to get me to switch to them.

This kind of Data cap is ridiculous!! Do they know that downloading one Xbox game is 60 gb's? You could eat through that datacap in a matter of hours. How has the FCC allowed internet companies to continue this practice in 2016!!

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**Ticket: # 735437 - Home Internet Data Caps****Date:** 1/4/2016 10:09:03 AM**City/State/Zip:** Bargersville, Indiana 46106**Company Complaining About:** Comcast

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**Description**

My family of 3 lives on a tight budget. We decided to cut costs by getting rid of cable since no one is using the TV from about 10:00 p.m.-6:00 p.m. the next night. It didn't make sense to spend \$100/month for cable that wasn't used. We opted to retain our high speed internet package and "cut the cord" by subscribing to streaming services, such as HuluPlus and Netflix. This has allowed us to continue watching TV shows without paying for a cable service that rarely was used. We have been with Comcast for over 5 years as satisfied customers. Recently, I learned about the data cap that was being placed on internet plans. When I talked to customer service about it we looked at our past data usage and we neared or surpassed the 250gb limit for the past 3 months. I immediately researched other internet options because I didn't want to be penalized simply because I didn't have a cable package. Had we paid for cable each month, we could have watched shows "on demand" and not used our internet. Unfortunately, the rural area we live in does not have any other reliable, high speed internet providers, so we will be stuck with Comcast. In my opinion, this is Comcast's way to force customers into cable packages that they don't want. If you don't want to get cable from them, then they don't want you to use their internet to stream shows through other services. We are in the unfortunate circumstance that we don't have other affordable internet options.

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[Ticket: # 735652 - Comcast](#)

**Date:** 1/4/2016 12:20:09 PM

**City/State/Zip:** Memphis, Tennessee 38117

**Company Complaining About:** Comcast

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### **Description**

Comcast has unfairly added a data cap that was not listed in the previous terms of service.

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**Ticket: # 735681 - Comcast data caps**

**Date:** 1/4/2016 12:29:25 PM

**City/State/Zip:** Jonesborough, Tennessee 37659

**Company Complaining About:** Comcast

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## **Description**

Comcast has arbitrarily imposed a 300GB a month data cap. They stated they will charge \$10 for every 50GB block over or offer unlimited for an additional \$35 a month. They only imposed this cap and fees to make up for lost income from a decline in cable subscribers. There is no network reasons for this change. In fact, they charge less for similar or faster speeds in areas that have competition from fiber optic networks. Due to their monopoly, I have no other option for Internet, and will now be hit with either monthly overage fees or have to pay for unlimited as I use more than 300GB a month quite often. With people using more streaming services, and with 4K UHD video, data usage will continue to trend upward. Most computer games are purchased and downloaded online, and with games being upto 60-80GB, that is a large chunk of the month data. Also, Comcast does not break down the data downloaded on your bill, so you have no way to verify the accuracy of Comcast's claims. I have had issues with them in the past where I was billed for a modem rental for months on end, and have never rented a modem from them. They often bill customers incorrectly and count on many of them not noticing the small errors. If they can not even tell who is renting a modem, how are they going to keep track of data usage correctly? To add on to that, I can track my usage through my router, and it differs greatly from Comcast's claimed usage. They also do not allow any roll over of data. If I am paying for 300GB a month, and don't use it all, I should be able to offset future overages. The Internet is a vital utility, much more important to this country's growth in the near future than the telephone ever was, and ISPs should not have carte blanche to do as they wish in limiting data and charging outrageous fees. Our country is lagging behind in terms of Internet speeds and availability. If we continue to let them, the ISPs will over charge, provide poor service, and not upgrade their network until it absolutely has to be done. Thank you.

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[Ticket: # 737163 - Data Caps.](#)

**Date:** 1/4/2016 11:05:58 PM

**City/State/Zip:** Christiana, Tennessee 37037

**Company Complaining About:** Comcast

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## **Description**

The new Data caps imposed by comcast should be regulated against. They should not be able to just decide to charge customers double the old price for no real reason or effort on their part.

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**Ticket: # 737126 - Data Cap**

**Date:** 1/4/2016 10:20:57 PM

**City/State/Zip:** Austintown, Ohio 44515

**Company Complaining About:** Armstrong Cable

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**Description**

Sudden Data cap that is based on tier of service that is in opposition to net neutrality.

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**Ticket: # 736362 - data cap**

**Date:** 1/4/2016 4:36:13 PM

**City/State/Zip:** Houma, Louisiana 70363

**Company Complaining About:** Comcast

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## **Description**

the new data cap on internet customers has crippled my internet usage. I had to postpone upgrading my devices to safer softwares because I reached my data limit. I have noticed Comcast is not the only provider using such an approach in my area. At least comcast offers unlimited internet for an additional \$35 dollars but AT&T does not at all. I believe this practice is a way to charge customers who uses internet based services such as netflix and Amazon instead of traditional TV. This approach does not increase the value of my service, it cripples it. Moreover, it was added to existing customers as well as new ones.

In my opinion, this is also infringing on net neutrality. I carefully observed my internet usage for the month of December 2015. I refrained from downloading anything. My activities consisted mainly of Netflix, Amazon, and HBO GO streaming. I still went over my data limit. As it stands, AT&T would charge me the equivalent of a monthly Netflix subscription for each 50 GB in order to use the service. While comcast would charge me \$35 more than the amount I signed for. Whereas, there is no additional charge for using the cable or internet service provided by comcast.

I cannot tell comcast how much to charge for services but I hate the idea that I am paying more because there is no real competition in the state I live in. I also hate the idea that I have to use services provided by my internet provider if I want to avoid incurring extra fees. Thank you in advance for looking into this matter.

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[Ticket: # 736443 - Comcast data cap](#)

**Date:** 1/4/2016 5:02:25 PM

**City/State/Zip:** Atlanta, Georgia 30363

**Company Complaining About:** Comcast

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## **Description**

Comcast imposes an internet data cap of 300GB in Atlanta, GA. Removing this data cap will cost an additional \$30 per month. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. I currently live alone and still approach this superficial limit. Once my wife and I live together, and also once we have kids, I know for sure a regular family can not stay under this cap. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. This practice is pushing me to cancel my Comcast service. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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[Ticket: # 736533 - Comcast Data Caps](#)

**Date:** 1/4/2016 5:33:51 PM

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

**Company Complaining About:** Comcast

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## **Description**

The 300GB data cap that Comcast has added in the past months has really limited my family's streaming capabilities (the main way we use our data) and has led to a heavy resentment of Comcast as a company. If we had any other decent ISP options open to us we would drop Comcast in a heartbeat; ISPs should NOT be allowed to get away with this sort of behavior.

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**Ticket: # 737008 - T-Mobile violating net neutrality with "Binge On"**

**Date:** 1/4/2016 9:07:27 PM

**City/State/Zip:** Menomonee Falls, Wisconsin 53051

**Company Complaining About:** T Mobile

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## **Description**

T-Mobile is automatically throttling all of their customers video traffic through their "Binge On" program. They advertise this as an optimization of video streams for content providers who are part of the program. These video streams then won't count against your data cap. The fact is that it's purely throttling. There is no optimization. They're throttling video content from providers that aren't part of the Binge On program, they use misleading advertising in regards to what the Binge On program is actually doing, and it's opt-out instead of opt-in. This obviously needs to be looked at. This is besides the fact that these programs that favor certain content providers over others (e.g. don't count against data caps) are a violation of true net neutrality to begin with.

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**Ticket: # 737048 - Comcast Data Caps**

**Date:** 1/4/2016 9:20:09 PM

**City/State/Zip:** Madison, Alabama 35758

**Company Complaining About:** Comcast

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## **Description**

When I first signed up for internet and cable with Comcast there was no data caps in my contract. They have since changed the contract and added a cap of 300gb per month. If I go over this cap then they charge me extra. I can get rid of this by paying extra to have unlimited data but I don't understand how this doesn't go against current FCC rules. They would never be able to get away with this without having almost zero competition in the area. Frankly this is kind of the last straw for me and if I am ever charged for going over 300gb, I will be changing service providers.

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**Ticket: # 737091 - Data Cap**

**Date:** 1/4/2016 9:44:10 PM

**City/State/Zip:** Deerfield Beach, Florida 33442

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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[Ticket: # 737111 - Throttling and Data Cap](#)

**Date:** 1/4/2016 10:05:54 PM

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

**Company Complaining About:** Comcast

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## **Description**

After calling Comcast customer services we were informed that we were at 238 gb of our 250 gb data cap. We were not informed beforehand of said data cap and in the call the agent said that our internet is being slowed because we were approaching the limit. This is blatant data throttling.

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**Ticket: # 739352 - Comcast new 300GB Montly Data Cap****Date:** 1/5/2016 11:37:07 PM**City/State/Zip:** Miami, Florida 33175**Company Complaining About:** Comcast

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**Description**

Where does one begin when talking about Comcast? Do I mention that Comcast has been voted "Most Hated Company" in America? Do I mention that more than 13,000(and still counting) FCC complaints have been made recently over the new Data Cap they are imposing? Or that do I mention that when Comcast VP of Internet Service Jason Livingood was asked about why the Data Cap is being imposed, but had no real answer or reason( <https://twitter.com/jlivingood/status/632177747469725696> ) except that it will make more money for them by forcing customers to the Data Cap. Do I mention that it is only the 5th of January(I have still 26 days to go) and I already used 100gb(or 1/3rd) of my limited data because I decided to watch Netflix show over the holiday New Years weekend? In other words, I am being punished for watching my favorite shows over the weekend and if I continue doing so every weekend, I will be over my data limit before the month is over. Or maybe do I mention that Comcast has failed to accurately monitor data usage(thus overcharging customers) and customers have already filed FCC complaints about this issue already? Let me repeat this last part again. COMCAST HAS FAILED TO ACCURATELY MONITOR DATA USAGE(THUS OVERCHARGING CUSTOMERS) AND CUSTOMERS HAVE ALREADY FILED FCC COMPLAINTS ABOUT THIS ISSUE. Yet Comcast still insist on imposing the Data Cap and charge customers if they go over it.

Comcast is starting to impose an internet Data Cap of 300gb in South Florida. By imposing this data cap, it will cost an additional \$30/m or \$35/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What Comcast is essentially doing is providing us fast internet and then saying we can't use it without paying them more because of the limited data cap. Heres an example of how the new data cap makes no sense when a customer is on a higher faster connection speed. Whats the point of having a faster speed if the data cap is at 300gb? All this means is that a costumer will hit their data cap sooner than later and end up paying more for going over their data cap. In a given 30-day month, the limited 300GB monthly data means that usage is limited to about 10gb per day. Now consider a family of 4, whom all have devices such as PC, Tablet, Video Game Consoles and other electronics connected to the internet at all time. This family will easily go through 300gb before the end of the month and end up having to pay the surcharge each month. Not only that but as technology increases like 4K TV and streaming, more data will be required and 300gb is just not enough in todays standard. Lastly, ads on the internet(like Comcast website) or commercial via streaming Hulu shows eat up the customers data, which they have little of(300gb). Customers dont necessarily request ads or commercial, so why should it be a strike against the customer and their data for something that was not necessarily asked or wanted? Due to ads and commercial on the internet, the customer truly DOES NOT get 100% of the 300gb data since part of the data usage is being used for things such as ads and commercials and not what the customer wanted or requested for. This practically is stealing precious data away from the customer and punishing them with an surcharge for going over the data cap.

The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. I cannot be paying a surcharge every month. Either I drop Comcast and stay with Phone plan with unlimited data, or Comcast removes the Data Cap and I keep both plans. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act. Comcast should not be allowed to continue these kind of extortion on their customers who have little or no alternative to picking internet providers. Its these kind of practices that has made Comcast the "Most Hated Company" in America over the years. The FCC needs to step in, and stop Comcast from imposing the Data Cap and extorting their customers. Enough is enough.

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**Ticket: # 737228 - Comcast Data Cap**

**Date:** 1/5/2016 12:42:05 AM

**City/State/Zip:** Sherwood, Arkansas 72120

**Company Complaining About:** Comcast

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## **Description**

Comcast has put in place a cap of 300 GB for internet usage in my area. This data cap is arbitrary and would cost an additional \$30 per month to removed. This is tantamount to extortion. I already pay a premium amount for their service and the arbitrary fee for going over the data cap is a greedy and non consumer friendly action on Comcast's behalf. I was never notified that I had a data cap in any of my statements in any meaningful way. The only way I found out about the cap is by going over the limit and being charged for the additional data.

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**Ticket: # 738215 - Comcast Data Cap**

**Date:** 1/5/2016 3:36:41 PM

**City/State/Zip:** Crossville, Tennessee 38558

**Company Complaining About:** Comcast

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## **Description**

Comcast is forcing a Data Cap on Internet where it is the main or only internet broadband provider thereby not allowing the customer to go anywhere else. I backed up my data for safety on an online backup site and it continually ran more than the 300 GB. I don't stream, I don't download movies. I do normal internet activity and yet I can't backup my computer do to Comcast's unrealistic data Cap. If they did it nationwide they would lose all their customers but they only do it where they have the only game in town and you can't change providers

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**Ticket: # 738449 - Comcast Data Caps**

**Date:** 1/5/2016 4:57:27 PM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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## **Description**

I am resubmitting this complaint because I never received any communication or response from Comcast.

Comcast's 300GB data cap is making it nearly impossible for me to do everything I need to do for school and work. I am a graduate student studying interactive computing, and with that, I use a lot of data. Much of the software I use is based online, and the offline software needs to be updated frequently. Further, my work involves uploading and downloading videos, photos, files, and more. With Comcast's data cap, I am having to go out of my apartment in order to do most of my work just so I do not go over my monthly usage, which is unacceptable. My ISP should not be limiting my usage to a point where I cannot do my own work. Charging more for the "premium" of using a reasonable amount of data is ridiculous.

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[Ticket: # 738834 - Data caps](#)

**Date:** 1/5/2016 6:46:28 PM

**City/State/Zip:** Broadview Heights, Ohio 44147

**Company Complaining About:** Cox

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## **Description**

I have data caps in the Cleveland area with my Cox services and they do not offer any unlimited plan or allow unlimited for priority services. This is totally against net neutrality and you know it it is very known in the news with Comcast and how is Cox allowed to do this? Please explain or stop them I got a letter from Cox communications saying it's congestion I am tech savvy and any person with a brain knows that bullshit. Someone listen! I shouldn't need to move a city over to have a better cable company like Time Warner.

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**Ticket: # 739083 - Shady Business Practices of Comcast**

**Date:** 1/5/2016 8:44:02 PM

**City/State/Zip:** Whiting, New Jersey 08759

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. There is also the practice of creating artificial fast last lanes for sites that are willing to pay the provider because their service is popular and relies on internet. Comcast has been actively slowing down services such as Netflix because they demand a constant internet flow and access to their network, which the customer already pays for, and forces the site to pay them off or be slowed down and lose revenue and customers. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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[Ticket: # 739558 - Comcast 300gbData Cap](#)

**Date:** 1/6/2016 10:23:47 AM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** Comcast

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## **Description**

In the Atlanta area data caps have been enforced and I am paying over \$100 just for internet capped at 300GB where other states do not have the cap and pay less. The cap is enforced so Comcast can push its streaming and cable tv services that so not count against the cap. There are no other high speed providers in my area so Comcast has the monopoly and can do what they want. For the average family 300gb is way to low. Kids have online school assignments and books online they need to access. Necessary computer, tablet, phone updates count towards the cap. On-line backups such as One Drive backup count as well. This cap limits what I can do with my internet connection that I pay for and most of my data is not streaming services. I would change ISP if I could but I am stuck with Comcasts monopoly.

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[Ticket: # 740397 - T-Mobile Binge On and throttling of video content](#)

**Date:** 1/6/2016 3:19:43 PM

**City/State/Zip:** Hollywood, Florida 33024

**Company Complaining About:** T Mobile

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## **Description**

Recently T-Mobile implemented a zero rating policy for video streaming called Binge On. This policy would allow video streaming from certain providers without counting against a users data cap. While this policy rides the line on net neutrality, T-Mobile has been throttling video content to approx. 1.5 Mbps as a part of the program. This is clearly a violation of the FCCs net neutrality principles. Customers were not informed that non-participating providers would have their content throttled as a result of T-Mobiles Binge On program.

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[Ticket: # 835657 - Ban zero rating!](#)

**Date:** 2/26/2016 5:43:03 PM

**City/State/Zip:** Portsmouth, Rhode Island 02871

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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[Ticket: # 741645 - Comcast data caps!](#)

**Date:** 1/7/2016 11:14:08 AM

**City/State/Zip:** Florence, Alabama 35633

**Company Complaining About:** Comcast

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### **Description**

Data caps are a horrible money grab and should be illegal! As a family of 4 we burn through the limit in just two weeks almost every month!

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**Ticket: # 762031 - Internet caps**

**Date:** 1/19/2016 5:35:49 PM

**City/State/Zip:** Cabot, Pennsylvania 16023

**Company Complaining About:** Armstrong

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## **Description**

Armstrong cable imposed a data cap awhile back and it has been a nightmare. Since then our internet which is limited to 250gb a month, always slows, stops or freezes a lot when we reach or especially when we go over our data cap.

We are a household of 3, I work from home so my time is spent online doing investigations which require access to media sites. My son, who is in college spends a lot of time on the internet also he is 19yrs and as you can imagine is active on social media sites. My husband works from home one day a week and each night and weekends at home since he is on-call, he is working a lot.

These data caps, put such limits on us that we cannot even enjoy listening to music or watching a show. I pay for services such as; Netflix, Hulu and Amazon Prime video, so why do i have to also pay more and more when i go over a cap that was imposed? I pay \$60 a month internet with a 250gb cap. I pay \$49 a month for basic cable and the only reason we have it is too get the extra 50gb a month it comes with. I pay \$8 a month for Netflix, \$99 a year for Amazon and other various online services. Armstrong does not have an unlimited option.

You pay \$10 more a month for each 50gb you go over. We go over alot . and each time we get close, we shut it all down to try to save money and avoid the fees. However I still have to work from home. I believe their data calculator is wrong as ours reset on th 15th of this month, so for 4 days it already says we are over 50gb, when we stopped video watching, gaming and surfing. We get our notifications that come up while i am in the middle of work that require you to click and restart your browser when you are close to your limit. That affects my work a lot. The slowing of speeds effect my husbands work because of the file transfer time when they want to stop or freeze or slow our internet.

My son, well it effects everything he does from school to socializing. These data caps are too low. We have 6 computers (My personal computer, my work computer, another laptop used by guests, my husbands work laptop, my sons desktoop, my sons laptop) we have 2 tablets, we have 3 smartphones, we have 1 verizon booster for our cellphones, we have wireless printers, xbox, playstation etc etc. and this quite normal for most families. How can you even use this equipment when you are only allowed 8gb a day. That isnt even enough to watch a HD movie on Netflix. (There HD used 7gb an hour) everything we own is set to the lowest quality it offers. we watch Netflix at the lowest playback setting, same with amazon, same with the game systems, same with anything on i.e. Youtube at 180 definition is really bad, but we do it.

We have no other service provider in our area and no other one will even come out this way because we live way out in a rural setting. How is that fair of Armstrong to limit us so strictly, however we have no other choice? We have even thought about moving because these limits cause so much stress and arguing over prioritizing with work and school. Unfortunately we are not in a position to move right now.

We use to call Armstrong each time our internet stopped working, slowed or froze. But, as you can imagine each time they said, its working great on our end do a restart. We do not call anymore because we know they are limited us, it happens each and everytime we are close or over on the data.

I ask you to investigate this and these data caps. This is the day and age of the internet. It should be unlimited. We should not be penalized for enjoying other programming than Armstrong's, or watching videos, or listening to music or playing a game or just doing my work. We have done everything we can to limit our usage and now when guests come over, we have to ask them to limit their phone use or computer use also due to the fees and restrictions. Trying to tell a teenager that they cannot do something on the internet is like the end of the world, it is for me and my husband when it comes to our work. Its embarrassing, stressful and honestly causes me a lot of anxiety.

Thank you for your time

(b) (6)

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[Ticket: # 742198 - data usage cap @ Cable One \(Idaho Falls\)](#)

**Date:** 1/7/2016 2:08:41 PM

**City/State/Zip:** Idaho Falls, Idaho 83404

**Company Complaining About:** Cable One

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## **Description**

Cable One has implemented a data cap of 100GB upon their customers - even those who pay for upgraded high-speed service. This cap is imposed as an unfair business practice, mostly for the purpose of devaluing streaming video services such as Netflix and Amazon prime to boost their cable-TV sales and prevent cord-cutters like myself. Additionally, they require those customers who exceed the bandwidth cap (like myself due to watching streaming video) to pay for the excess use which amounts to a penalty for not using their cable-TV service.

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**Ticket: # 742285 - T-Mobile BingeOn Deception**

**Date:** 1/7/2016 2:31:33 PM

**City/State/Zip:** Windsor, Colorado 80528

**Company Complaining About:** T Mobile

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## **Description**

My complaint is two-parted:

1. T-Mobile introduced its BingeOn feature as a benefit to those subscribers with limited (capped) data plans. This feature admittedly does not offer any benefit to those with "unlimited" mobile data plans, such as myself. Despite knowing this, T-Mobile enabled the BingeOn feature on all subscribers, even those like myself who already pay a considerable amount more for "unlimited" mobile data. I was unaware that this feature had been added to my account. I find it unacceptable that this feature, as well as several so-called "privacy" and "advertising" features had been not only added to my account, but were default opt-out instead of opt-in. Despite John Legere's defensive claims in past days, it stands that these "features" and their default configurations benefit T-Mobile exclusively, not consumers.

2. The BingeOn feature has directly resulted in months of poor video playback, buffering, stream disconnects, poor bitrates, and slow download speeds of video content on my mobile device. Services like YouTube were barely usable in this state. I only recently discovered that this was the direct result of the BingeOn feature, as in recent headlines via the Electronic Frontier Foundation I learned that T-Mobile's BingeOn does not "optimize" anything at all; it simply applies a bandwidth throttle to specific types of traffic, namely video traffic, regardless of source, destination, or so-called "participation" in the BingeOn program as outlined on T-Mobile's website. Once disabling BingeOn, I no longer experience any of the above symptoms, and the user experience is once again what I expect from my "unlimited" data service.

This proves services like BingeOn negatively impact how consumers access the Internet and use technology. We already see this paradoxical logic being employed by cable and wireline ISPs who argue there is no consumer demand for gigabit Internet. By T-Mobile's logic, why should consumers spend extra money on a 1080p or 4k capable device when ALL video streaming is being reduced to 480p? In years coming, why should anyone upgrade their networks if "there's no demand" \*(because data caps and throttling schemes)?

In conclusion, BingeOn is far from the worst thing to happen to Net Neutrality, but it's a slippery slope and the patterns of abuse are quite evident, which should draw the attention of the FCC. The other real issue here is that T-Mobile has done a terrible job of informing its customers in an up front, direct manner just what the BingeOn service does and how it works, and by auto-enrolling all subscribers, has guaranteed that most of its subscribers will never fully know what it is they've been signed up for.

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[Ticket: # 742372 - Comcast data cap](#)

**Date:** 1/7/2016 2:55:33 PM

**City/State/Zip:** Arlington, Tennessee 38002

**Company Complaining About:** Comcast

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## **Description**

Military family screwed over by COMCAST. We have been with them since late April of 2015. No issues, no overages, nothing out of the ordinary until the Fall. They claim we have gone way over our data cap (300GB) and have used up our 3 courtesies. The worst of all the data problems was in the month of December. We were out of town from December 19-January 2 and SOMEHOW during that time our usage went up to 832GB being used. I checked the MAC addresses of every device in our home against the list of ones on the modems history of usage; they were all our own devices-all of which have been UNPLUGGED and TURNED OFF while we were out of town. Sounds fishy. When we got home from our trip on the 2nd, somehow the data usage meter said we had used 265GB of data IN ONE DAY. We weren't even home. But they said our modem says that there were downloads happening. How can that happen without a trace of any device being used during that time? Comcast is our ONLY internet option in my neighborhood so we are put in a VERY bad spot. Do we "give in" and pay the extra \$30 for unlimited data that we feel we are being bullied into, or can the FCC stop them from screwing their customers over-especially is military who have a harder time with moving as it is.

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[Ticket: # 742469 - Comcast Data Caps](#)

**Date:** 1/7/2016 3:20:48 PM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted data caps that are incorrectly calculating the amount of data used. This is also an unfair and illegal way to control the internet which should be a public utility and actively goes against Open Internet/ Net Neutrality.

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[Ticket: # 742576 - Comcast data caps](#)

**Date:** 1/7/2016 3:51:32 PM

**City/State/Zip:** Asheboro, North Carolina 27203

**Company Complaining About:** Comcast

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## **Description**

The data caps that Comcast seems hell bent on spreading and perpetuating are wrong. This service is not a resource like electricity or water where a certain volume can be said to have been used by an end user. Money grabbing with data caps, especially after all the government funding they have received, is shameful and in violation of our rights as consumers. Please help.

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**Ticket: # 743066 - Comcast Data Cap**

**Date:** 1/7/2016 6:22:35 PM

**City/State/Zip:** Boynton Beach, Florida 33436

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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[Ticket: # 808160 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:04:03 PM

**City/State/Zip:** Ballwin, Missouri 63021

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 743340 - Data caps tied to speeds - improperly double dipping****Date:** 1/7/2016 8:40:25 PM**City/State/Zip:** Seattle, Washington 98101**Company Complaining About:** Wave Broadband

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**Description**

I have Internet only service from Wave Broadband in the Seattle area. Wave has placed a 100 GB (combined down+up) limit on their 5 Mbps, \$39.95, tier of service but arbitrarily increases those limits to 300 GB with at the 55 Mbps, \$59.95, service with no tiers of speed in between. They charge \$5/25 Gb over your cap, this brings the 200 additional gigabytes included with the \$20 increase in service speed to \$40; an entirely unfair billing practice that pushes customers into speeds that they may not need to pad Wave's bottom line. Furthermore, Wave pushes Data allotment upgrade plans which don't over-charge but instead "allow" customers to pre-buy increased data caps that they may not even use with no way to recoup that cost. Wave is clearly double dipping in their billing practice by charging subscriptions for both speed and data transfer allotment.

Wave states that they "ask that customers who contribute far more to network congestion also contribute a bit more to the cost of managing and upgrading those networks." This statement is completely disingenuous as we're already paying more (or less) for our billed speeds and capping total transfer a month does nothing to alleviate congestion as congestion is 100% related to Wave overselling their capacity.

This is even more financially advantageous to Wave as wave also sells television service and, in addition to providing discounts on internet service to people who bundle TV, a very low data cap (100 GB) or even a moderately low cap (300 GB as included with the 55 and 100 Mbps service) unfairly penalizes cord-cutters who've made the decision not vote with their wallets and not support the traditional broadcast television industry. Wave's fee structure of charging for both speed and data transfer is clearly an unfair practice that violates the spirit of the net neutrality order and unfairly punishes "cord cutter" customers.

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[Ticket: # 743441 - comcast data cap](#)

**Date:** 1/7/2016 9:55:35 PM

**City/State/Zip:** Atlanta, Georgia 30344

**Company Complaining About:** Comcast

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## **Description**

Comcast has started a data cap because of "people using about 18gb..." Just because a few people use less than that usage the rest should not have to suffer. Internet is a unlimited data service and should not be acted like a data plan like Comcast did.

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**Ticket: # 743550 - Suddenlink Data Caps**

**Date:** 1/8/2016 12:21:37 AM

**City/State/Zip:** Buckhannon, West Virginia 26201

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink data caps internet for residential services at 350GB. With today's streaming media and a household of a few people, this data cap is easily bypassed. Is the point of the internet not so that people can share information and ideas? Limiting such connectivity in the 21st century is a waste of the technologies we have developed today, and can only hamper future ones.

What about for people like me who are actively using various types of software, downloading Linux and Windows ISOs, uploading and downloading firmware and programs? An IT specialist should not have to double their home Internet bill just to be able to contribute to software and further their careers, and this goes for any career.

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**Ticket: # 743616 - Data Caps**

**Date:** 1/8/2016 1:53:02 AM

**City/State/Zip:** Johnston, Iowa 50131

**Company Complaining About:** Mediacom

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## **Description**

I pay a lot for Internet from Mediacom Cable Company (with cable TV I am over 200 dollars a month), and I have to dole it out like gold to my children to avoid overages. I have talked with reps from the company and they say that the caps only affect a small percentage of customers. Well, I have 2 adults and 2 children in my household, what I consider average, and by the end of the month I am telling the kids (8 and 11) that they can't get on the Internet and I am blocking access to their devices with the router so we don't go over. I have already moved up one tier and that gets us 350gb a month (the next tier costs almost \$100 a month for just Internet and is still capped which I find unacceptable and I refuse to pay them that much). This is almost like the battery anxiety they talk about with people who have electric cars. Please help by addressing the data cap issue. Most cable companies have claimed net congestion but it has been leaked that it has nothing to do with that so that just means they are using it as a way to penalize customers financially and keep people from using services like Netflix and Hulu. Thank you.

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**Ticket: # 743837 - Comcast Data Cap abuse of power and illegal**

**Date:** 1/8/2016 11:13:10 AM

**City/State/Zip:** Franklin, Tennessee 37069

**Company Complaining About:** Comcast

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**Description**

I am a Comcast customer. As I'm sure you're aware, they are rolling out a new policy, whereby a household is now limited to 300G of data per month--after which the customer is charge \$10 per month additional for each 50G block of data used. I am BEGGING the FCC to take control of this situation and issue a cease-and-desist action against Comcast for this abuse of internet control.

First off, this change is being made without the consent of customers -- who already have a binding agreement with Comcast which is based upon a certain price for internet and television with NO CAP OR OVERAGE CLAUSE INCLUDED.

Secondly, it is widely known that this is a thinly veiled monopolistic move by Comcast to punish subscribers for using Netflix streaming services. It is well known that Netflix is a competitor and that people watching Netflix programs via the Comcast internet connection are making a viewing choice to elect to watch programs via their subscription to Netflix. Comcast is abusing it's internet-provider position, to force people to move away from Netflix use or suffer the consequences. Netflix competes with Comcast's own pay-for-view services. Comcast is trying to force users to buy television programs through them -- which, by the way are so ridiculously and obscenely priced that they are not even logically affordable. Who would pay \$3 to Comcast to watch a 30-minute episode of Modern Family or some other sitcom?

Thirdly, the level they have chosen for their data cap is unjustifiably LOW. 300G for a family of 4 in a house in the year 2015 is absurd. IF -- and I repeat IF -- they and other companies are allowed to charge extra to people or users that are using too much bandwidth to make things fair to all customers, then that cap should deal more with the exception and not the NORM. 5,000 G for example. But we pay Comcast for our internet and data usage -- which until recently had no cap on it. Now that we have a 300 G cap, we have realized exactly how much data various internet uses require (or at least are getting more savvy about it). We as a family literally have to monitor our use, pinch our pennies as it were, and refrain from watching more than ONE Netflix show per day, and watching too many videos on YouTube, etc just to make sure we don't exceed 300 Gigs of data per month. We are paying PREMIUM PRICES for internet service and cable through TV... and are not even able to use the internet to a reasonable degree anymore.

If someone wants to binge watch Netflix all weekend long -- something we'd never dream of doing anyway -- or research and enjoy tons of videos on YouTube and such... that should be their prerogative without having to shell out additional funds to Comcast for the right to do so.

This is a clear use of internet control and abuse of power. Abuse of a monopoly. It infringes upon my rights. I couldn't be any angrier at this. And I am extremely disappointed that the FCC has allowed Comcast to get away with this.

PLEASE STEP IN AND END THIS IMMEDIATELY.

Thank you.

(b) (6)

Franklin, TN

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**Ticket: # 743975 - Comcast Data Cap**

**Date:** 1/8/2016 12:12:49 PM

**City/State/Zip:** Homestead, Florida 33031

**Company Complaining About:** Comcast

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### **Description**

Data cap of 300 GB being applied to my account after I have been with company for years without such a cap. This has been added to my account without my consent or without notifying me. I only found out about this because I have gone over my capped limit on more than one occasion. This is unfair and deceptive. I pay for my internet service, this is not a cell phone and should not be capped. Please help, companies should not be allowed to do this.

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[Ticket: # 745369 - Comcast data cap](#)

**Date:** 1/8/2016 7:51:29 PM

**City/State/Zip:** Fort Lauderdale, Florida 33309

**Company Complaining About:** Comcast

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## **Description**

300 GB data cap

Complaint reference with Comcast number is NA197075474

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**Ticket: # 745875 - Comcast Data Cap**

**Date:** 1/9/2016 11:11:06 AM

**City/State/Zip:** Brighton, Massachusetts 02135

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

**(b) (6)**

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**Ticket: # 746890 - Comcast and Anti-Compete Practices**

**Date:** 1/10/2016 4:18:15 PM

**City/State/Zip:** Canton, Georgia 30115

**Company Complaining About:** Comcast

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**Description**

Comcast has, without my knowledge or permission, imposed a data cap of 300 GB per month on my data usage. This arbitrary limit seems to be a way to punish those who choose to get their TV programming through streaming services (i.e. NetFlix, Hulu, Amazon, etc.), and not get it through Comcast's traditional cable services. This practice is anti-competitive, and thus further solidifies Comcast as a monopoly.

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**Ticket: # 747067 - Comcast Data Cap**

**Date:** 1/10/2016 9:17:23 PM

**City/State/Zip:** White House, Tennessee 37188

**Company Complaining About:** Comcast

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## **Description**

I signed up with Comcast at the end of October 2015. In my first month I used 200gb of data followed by 446 in November. I am now 10 days into January and am showing 200gb. I was originally surprised in November when I went over because I was never made aware of a data cap despite calling a representative and asking multiple questions before signing up. I called to complain and was told this was a large amount of data for a family of 3, one of which is 7, and it doesn't seem appropriate. They believed this was some sort of anomaly and they were sure this would not occur again. I was also told that a supervisor would contact me in 24 to 72 hour to further assist me. When he called 2 weeks later he also agreed that this was an unusual amount and informed me that I was already at 200gb for January. Despite this I was told the only thing I could do was to sign up for the unlimited data plan for an extra 35 dollars a month. I was not happy with this solution and asked that they either fix the problem or add me to the unlimited data plan at no extra cost. I was told that they could not restructure their entire package plans for one customer or they would have to do it for everyone. The phone call was ended with the option to either pay the extra for unlimited data or pay the overages. All this despite the fact that the representative agreed that it would be very difficult for a family of three to consume that much data. Does not seem to be an appropriate response

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[Ticket: # 807401 - XXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:53:44 PM

**City/State/Zip:** San Leandro, California 94577

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 747153 - Throttling](#)

**Date:** 1/10/2016 11:07:24 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is throttling video streaming like Youtube and Netflix. Youtube videos stutter and don't load before starting to buffer, and I know it's throttling after signing into my VPN guess what happened Youtube and Netflix didn't buffer anymore and streamed in HD. I shouldn't need to use a VPN to watch videos online, I want the throttling and data caps to stop.

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**Ticket: # 747173 - Data caps from Comcast**

**Date:** 1/10/2016 11:52:50 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently said that their data caps are needed due to their network being unable to handle the traffic. If that is the case, then they have been doing a bait and switch. If their network can't handle extra data, then they shouldn't say it can. If the network can handle the data, then no data caps are needed. This is just an excuse to screw over their customers even further (look for further than the fact that Comcast's media doesn't go against the data cap) and hold back Net Neutrality. Please do something about this abuse of their power. I do not wish to give my account number since Comcast will retaliate against me.

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[Ticket: # 807593 - XXXXXX XXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:07 PM

**City/State/Zip:** Somerset, Wisconsin 54025

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 747349 - Comcast data cap](#)

**Date:** 1/11/2016 10:50:01 AM

**City/State/Zip:** Berkeley Lake, Georgia 30096-3033

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap hinders net usage, particularly for "cord cutters" who stream shows instead of paying for cable TV such as from Comcast. This seems to be an obvious conflict of interest.

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[Ticket: # 807594 - XXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:10 PM

**City/State/Zip:** Cedar Hills, Utah 84062

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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(b) (6)

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**Ticket: # 747668 - Comcast Data Caps****Date:** 1/11/2016 1:09:46 PM**City/State/Zip:** Tucson, Arizona 85737**Company Complaining About:** Comcast

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**Description**

Comcast recently implemented data caps in my area. The current cap is 350GB for my home network. They charge \$10 for each 50GB over the 350GB limit. This is a huge problem for our household. We stream Netflix, play online games, and browse the internet frequently. This means that we hit the 350GB limit every month. We are now being charged more for the exact same service as before.

Data and bandwidth are two separate entities. There is no reason why data should be limited for home internet. It is simply a way for Comcast to charge more for the same service. I'm paying for speed, not for data so it is illogical for Comcast to suddenly start charging for data. I also have to trust that their system is monitoring my data usage correctly as they provide almost no feedback about how my data is being used. I want to be clear though, I don't want them to provide this information. They shouldn't be monitoring my data usage to begin with.

The biggest issue here is lack of competition. For the internet speed I require, there are no alternatives to Comcast in my area. As a consumer, I have no power against them. I cannot shop around and find the best deal and Comcast has no reason to innovate or put the customer's interests first. They can effectively charge whatever they want and I have to pay if I want internet access. Restrictions on internet provider coverage areas need to be lifted, and more competition needs to take place. We are on a slippery slope and Comcast will continue to take advantage of the lack of competition if nothing is done about this.

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**Ticket: # 747790 - COMCAST DATA CAPS**

**Date:** 1/11/2016 1:49:25 PM

**City/State/Zip:** Miami, Florida 33157

**Company Complaining About:** Comcast

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## **Description**

When I signed up for my internet plan with Comcast I researched that in Miami there was NOT a data cap. I was told of the market "trials" in some southern markets but definitely not Miami. Two months into my plan they imposed a 300GB/month cap. This is not what I signed up for and since it was implemented so soon after I signed they must have had plans in place for some time previous. I was deceived, flat out lied to! I get internet only...I'm a cable cord cutter. This cap appears to insure Comcast will get more money on overages from my streaming services, Netflix and Amazon. When 4K movies are more common and one movie requires 8-12 GB to download, how fast will customers reach that 300GB cap? I've kept my usage in check so far by using the T-Mobile no data restriction on streaming and casting but this is not what I signed up for, to be deceived and used as a money maker for a company with questionable social values.

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[Ticket: # 807955 - XXXX XXXXXXXXXXXXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:06:21 PM

**City/State/Zip:** Sanger, Texas 76266

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807959 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:06:41 PM

**City/State/Zip:** Mckinleyville, California 95519

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 748741 - Comcast data cap interferes with consumer's access to relay services](#)

**Date:** 1/11/2016 7:01:03 PM

**City/State/Zip:** Fremont, California 94555

**Company Complaining About:** Comcast

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## **Description**

(PROCESSED BY CTR 364) Mr. Call, who is deaf, states that Comcast's recently-announced data cap would have a severe impact on his ability to access relay services, which he uses everyday to access the telephone network and 911 emergency services. Comcast offers unlimited telephone service for its hearing subscribers, but unfairly limits its deaf subscribers - simply because they use the telephone in a different manner. Mr. Call respectfully requests for Comcast to consider waiving the data cap for its deaf and hard-of-hearing consumers.

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**Ticket: # 748740 - Xfinity by Comcast's 300GB Data Cap**

**Date:** 1/11/2016 7:01:03 PM

**City/State/Zip:** Fort Lauderdale, Florida 33312

**Company Complaining About:** Comcast

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## **Description**

Comcast, who I'm sure you've received many complaints about, has decided as of last month to enforce a 300GB Data Cap. While this sort of thing makes some sense for Mobile Broadband providers, a Cable Internet Company based in a metropolitan area, such as Fort Lauderdale, where I live, shouldn't need nor be allowed to use this same business practice. It is underhanded, anti-consumer, and SHOULD be illegal. As the FCC, the Internet using citizens should be discouraging companies, like Comcast, from using these business practices. Please, do what you can and return the results to me as soon as possible.

(b) (6)

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[Ticket: # 807960 - XXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:06:41 PM

**City/State/Zip:** Scottsdale, Arizona 85257

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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(b) (6)

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[Ticket: # 749871 - Comcast](#)

**Date:** 1/12/2016 1:35:01 PM

**City/State/Zip:** Mobile, Alabama 36619

**Company Complaining About:** Comcast

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## **Description**

Comcast's ongoing practice of fighting net neutrality and use of regional monopoly status is unfair to customers. Internet should be regulated as a common carrier service. Their recent 300GB/month data cap is blatantly designed to punish "cable cutters" who stream their media. The sad fact is that no matter how you slice it, you're going to pay them about \$140/month, whether it's as a loyal triple play customer watching the on-demand service, or as a cable cutter who's forced to pay exorbitant fees for 'over using' commonplace services which are clearly in business competition with Comcast.

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[Ticket: # 750114 - Data Usage Caps](#)

**Date:** 1/12/2016 2:30:40 PM

**City/State/Zip:** Pineville, Louisiana 71360

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink has data caps, and I believe they have lowered my sister's without notification. Data caps in general are not consumer friendly, stifle innovation, and are a burden in today's digital age. Broadband Internet should be a Title II common carrier service.

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**Ticket: # 751116 - Comcast Data Caps**

**Date:** 1/12/2016 8:09:46 PM

**City/State/Zip:** Atlanta, Georgia 30312

**Company Complaining About:** Comcast

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## **Description**

When I signed up for service with Comcast in 2014, I did not have any data caps. Today, I have to stop using internet 5-10 days before the end of the month so I don't go over the cap. If I want the same level of service I originally purchased, I need to pay \$35 more. This is fairly illegal and exploratory, and there are no reasons for this price increase other than money making - infrastructure does not suffer from going over 300GB a month.

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**Ticket: # 751119 - Comcast Data Cap**

**Date:** 1/12/2016 8:10:01 PM

**City/State/Zip:** Franklin, Tennessee 37064

**Company Complaining About:** Comcast

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## **Description**

I am writing to complain about the completely ridiculous Comcast practice of imposing a "data cap" on it's customers and charging them extra for exceeding 300GB per month. The reality of the situation is that this is almost sheer profit for them and they are doing it only because our regulatory agencies and congressmen allow it to happen. I believe this practice also stifles the options of "cord cutters" and the competition alike as Comcast's limits on data usage can severely impact those customers that choose to go the internet only route and stream services such as Netflix, Hulu, Amazon Prime, etc. as their primary source of content as opposed to regular TV.

The digital cable signal that comes into my house is in fact "data" as well, it is simply processed through a different box other than the cable modem and Comcast classifies it as something else when in fact they are fundamentally the same. Why can I leave my television on 24/7 all the while consuming a digital cable signal, aka "data", and not get any additional charges for overconsumption of my "tv data" but they can charge me extra for "internet data"?

This is complete B.S. and this practice needs to come to an end.

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**Ticket: # 751409 - Comcast Data Cap****Date:** 1/12/2016 11:09:06 PM**City/State/Zip:** Savannah, Georgia 31405**Company Complaining About:** Comcast

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**Description**

This is a re-submission of my complaint that I recently filed today (751083). I incorrectly categorized the complaint in Billing when I should have filed it in Net Neutrality. Thank you for your understanding!

I am writing to you to submit a complaint against Comcast and the implementation of a data cap (300GB/month) in the market here in Savannah, GA.

My wife and I don't use the internet all that often. We don't do any online gaming, we don't stream in HD. We watch the occasional TV show from our Apple TV as so many other people do these days. Even with our mild internet usage, the last few months we cannot seem to avoid going over the cap. We initially signed up for 50mgps plan with Comcast and that is all we really needed. We would typically use between 200-250GB/month. But in August 2015, Comcast gave us a "complimentary" upgrade to their 150mgps plan (bills attached to verify plan change) without any notification or even giving us the option to approve the "upgrade". The next month, with no changes in our internet usage whatsoever, we consumed almost 600GB of data. When I spoke with Comcast, the representative assured me the increase in bandwidth allowance would not increase data usage and to a point, they are true. But what they fail to explain is that because of the increase in allowance, less IPs are kicked off because there is more room for them to operate all at once and there is less wait time for downloads/videos...etc which results in a customer being able to watch a couple more videos/hour or load several more pages/hr and maybe stream music simultaneously. There is absolutely a connection between data allowance and data consumption and I feel that Comcast beats around the bush when it comes to this topic. Luckily, getting back to the point, we still had a couple of grace overages that Comcast gives, but since then we have paid overage fees every month without ANY change in our actual internet usage! Comcast's Data-Cap policy doesn't even extend to all of its markets. Savannah and a handful of markets are just in its test markets. With this being a test, I feel that Comcast should not be footing the bill for its learning curve to its customers. Internet usage is at an all-time high and it's not getting any less by the day. Comcast has cornered the market in Savannah for internet usage and I feel that the company is taking advantage of its customers in more ways than one. I feel the Cap should be removed indefinitely and data-caps should be limited to Cellular Data consumption and not be implemented into home internet usage.

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[Ticket: # 752176 - Comcast data cap](#)

**Date:** 1/13/2016 1:25:59 PM

**City/State/Zip:** Oro Valley, Arizona 85755

**Company Complaining About:** Comcast

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## **Description**

Comcast data cap of 300GB per month is restricting how much television my family can watch and quality of streaming television. My family watches TV on demand not only through Netflix, but also Amazon, Hulu, Youtube, etc. I consistently hit the cap every month and have to limit television for the last week of every month. This also restricts how much data I can back up to the cloud, considering I have 2 terabytes of family photos and videos. I would even be okay paying a little bit more if Comcast gave me an option to choose how much data I can use.

Comcast is actively restricting developing internet technologies for cloud backups and streaming media. This must be stopped considering how much market share Comcast has across the country.

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**Ticket: # 752525 - Comcast Data Cap**

**Date:** 1/13/2016 3:15:29 PM

**City/State/Zip:** Savannah, Georgia 31411

**Company Complaining About:** Comcast

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## **Description**

Considering that Comcast's fees for TV and Internet are exorbitant to say the least (when compared to the likes of Google Fiber and EPB), my family has decided to move to streaming only (Amazon Fire TV, Sling TV, Netflix etc). Comcast has decided to put in place their 300GB data cap for no real reason other than to nickel and dime its customers for using the service that they pay for. This is simply unacceptable. With the new powers in place for the FCC to use, I implore you to take steps to rid us of this blight.

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[Ticket: # 752559 - COX and data caps](#)

**Date:** 1/13/2016 3:25:02 PM

**City/State/Zip:** Gainesville, Florida 32605

**Company Complaining About:** Cox

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## **Description**

COX internet has internet data caps. I would like to file an official complain about it. As far as I understand no internet service provider is allowed to impose such caps. Now, they charge \$10 for every 50GB after data cap is reached

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**Ticket: # 753212 - Comcast Data Cap****Date:** 1/13/2016 6:49:06 PM**City/State/Zip:** Johnson City, Tennessee 37604**Company Complaining About:** Comcast

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**Description**

Dear Sir or Madam,

I am a Comcast customer in Johnson City, Tennessee. I have no other option for high-speed internet. They recently sent me a letter stating that they would be implementing a 300 GB a month data cap on Dec 1. Overages will be charged at 10\$ per block of 50 GB over the 300 GB limit. This will not be pro-rated or rolled over per month if I don't use the entirety of the 50 GB block; meaning even a 1 byte overage will result in a 10\$ charge. These overage charges are not based on the time the usage occurs, suggesting that they are not tied to network congestion or management problems. In fact, no reason was given in the letter as to why these caps and charges are being implemented. I will now have to pay an extra 35\$ a month to retain the unlimited data service I have been receiving. This is a forced change that I have no way to contest or reconcile. Even more concerning, the letter states that they will be sending an "in-browser" notification when you reach certain thresholds of the data cap. It is my understanding that Comcast would be forcing me to install a browser plugin to receive this message, or use packet injection. The possible use of packet injection raises large privacy and security concerns for me, as any of the data I send or receive may be intercepted and / or modified. All of this goes against the principles of net neutrality and having a free and open internet. The way the data caps and overage charges are being implemented amounts to extortion of the consumer. Thank-you for taking the time to investigate this matter.

Sincerely,

**(b) (6)**

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**Ticket: # 753708 - Comcast Data Cap**

**Date:** 1/14/2016 9:32:15 AM

**City/State/Zip:** Charleston, South Carolina 29464

**Company Complaining About:** Comcast

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**Description**

Comcast has implemented a Data Cap of 300 GB on my account. It was not in place when I signed up and now I'm getting threatened with extra charges on my account unless I pay a 30-35 dollar a month fee for unlimited Data.

The tools don't give any detailed explanation of Data usage. It says I've used 300 GB data in the last 2 weeks which is more than I used last month.

Data Caps should be removed and the removal enforced by the FCC. I generally don't even watch 1 hour of TV nor download much on a daily basis. I have no idea how 300GB's has been used in 2 weeks.

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**Ticket: # 753719 - Comcast Data Caps**

**Date:** 1/14/2016 9:52:18 AM

**City/State/Zip:** Knoxville, Tennessee 37909

**Company Complaining About:** Comcast

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## **Description**

How are the Comcast Data Caps that is currently set in place within the State of Tennessee legal? Under what grounds can they charge you for going over something that virtually cost them nothing? If another ISP or google fiber was available Comcast would surely suffer. With the lack of competition, Comcast is essentially gouging consumers. How will the FCC handle this misconduct? This would also undoubtedly affect net neutrality

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**Ticket: # 753841 - Low data cap for no reason**

**Date:** 1/14/2016 11:38:05 AM

**City/State/Zip:** Oberlin, Ohio 44074

**Company Complaining About:** Armstrong. [Http://armstrongonewire.com](http://armstrongonewire.com)

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## **Description**

Hello,

Armstrong has imposed a data cap for their customers. For most this can be seen as monopolistic as they normally service areas with no competition. With the Internet being a vital and required service this should not be the case, caps should not exist.

The fact that I can buy additional services (TV, Phone) from them which will then increase my data cap is not fair and is taking advantage/price gouging.

When you couple limited broadband competition with a strong desire to protect a legacy video distribution business, you have both the means and motivation to engage in anti-competitive behavior.

The traditional method of pay TV watched at home is not at all current with today's technology or thinking. Streaming is the future and forcing customers to pay more for additional data, having a data cap at all, or forcing customers to bundle to get more data is ludicrous.

If they were over-saturated and could not afford additional infrastructure or bandwidth, then I could see them having to institute some sort of temporary cap or temporary throttling until they resolved the issue. But that is not the case. This is a pure greed move with no benefit to the customer. Instead they are nickel and diming people with limited or no other alternative options in their area. All the while sitting on enough bandwidth and infrastructure to survive without having the data cap.

As the FCC you have the responsibility of making sure ISPs are not abusing their customers. Armstrong and Comcast most certainly are abusing their customers with these outdated practices. I should not be punished for using the internet how I choose (which in this case does not line up with how they want me to use it) when their infrastructure clearly can handle the load.

Now for the end aka what I am looking to get out of this complaint.

I would like Armstrong to either waive the data cap for my specific address, or provide a higher data cap without a price/package increase. As I stated earlier there is no possible way a data cap is needed for my address considering the low population and the high percentage of the area being farms.

I feel that is fair considering the other ISP that we had previous to Armstrong DID NOT have a data cap at all.

If nothing can be worked out that does not require a price or package increase, I do not see us staying with Armstrong past the promotional period.

I really hate to file a complaint so early on after signing up for service. And normally do not call in for support, in this case after having an ISP for 4 years that had NO DATA CAP whatsoever this is shocking that this practice is allowed to take place in the United States. But I guess money talks.

Thanks,

(b) (6)

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[Ticket: # 754701 - Comcast](#)

**Date:** 1/14/2016 4:51:25 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

Comcast set a data cap on my account.

This is obviously because they are losing "cord-cutting" customers and want to keep revenues up by penalizing people for streaming video content like Netflix/etc

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[Ticket: # 755108 - comcast data caps](#)

**Date:** 1/14/2016 7:45:21 PM

**City/State/Zip:** Germantown, Tennessee 38139

**Company Complaining About:** Comcast

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## **Description**

Comcast has had a "trial data cap" in effect in Memphis for 2+ years. It is not sensical to be offered unlimited internet and then told there is a cap. Anything above 300gb is charged an extra fee. This sets a bad precedent for the future.

If i go to an all you can eat buffet for 9.99 and the establishment then charges 20 per plate after the 1st would it be acceptable. They would say, " i dont make you eat more"

Do the sensible thing and eliminate these caps. Do it now before these companies kill competition

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**Ticket: # 755144 - Comcast**

**Date:** 1/14/2016 8:01:10 PM

**City/State/Zip:** Arlington, Tennessee 38002

**Company Complaining About:** Comcast

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## **Description**

First of all, it has taken me almost an hour to even get to this point, where I could type in the complaint. Why? Because I have Comcast. Not only do I have Comcast, but due to fraud and massive bribes paid to criminals they are the ONLY choice for internet I have.

First of all, I can only barely access the internet, with speeds so slow that they make the old AOL on 56k modem seems blazing fast. I pay for far more than that, but rarely, if ever, get even close. The only time my speed approaches what I pay for is at one of the various speed test sites. Those Comcast does not illegally throttle.

Second, it is impossible to expect comcast to do anything to actually fix their worthless, overpriced service. On numerous occasions, I have had to climb the utility pole to fix their service issues.

Third is their fraudulent data cap, which was put in place solely to skirt net neutrality rulings and punish those who ditch their equally horrid TV service.

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[Ticket: # 755216 - Comcast recent data caps](#)

**Date:** 1/14/2016 8:35:49 PM

**City/State/Zip:** Hollywood, Florida 33020-7348

**Company Complaining About:** Comcast

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## **Description**

Comcast recently implemented a 300GB data cap usage, except it isn't a cap, it's a ploy to get more money from their already cash-strained customers. Their prices keep going up as it is, and now this cap, among wildly fluctuating prices, is unacceptable. Cable and internet used to be a dependable service, with predictable billing, and now it's not. Can we get some regulation to prevent their unfair and billing aggression?

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**Ticket: # 755537 - Comcast Data Cap**

**Date:** 1/15/2016 4:16:45 AM

**City/State/Zip:** Davie, Florida 33317

**Company Complaining About:** Comcast

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## **Description**

I think that it is very unfair that comcast installed a data cap in my area. Nowadays all the kids do is go on netflix and surf the internet. My average data usage would on average be at least 800gb per month and comcast obviously has knowledge of this. Of course they would try to cash in by giving unlimited data for \$30 more a month. Thats bogus and incredibly shady business ethics. When I called and tried to complain they said that "This is going to be implemented everywhere soon" I hate the service and its completely unfair that it pretty much has a monopoly where I live. I am definitely going to raise awareness about this issue. I will consult with an attorney over the legal possibilities. This greedy monopoly has to stop.

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**Ticket: # 756607 - Internet Data Caps****Date:** 1/15/2016 4:02:21 PM**City/State/Zip:** Boise, Idaho 83703**Company Complaining About:** Cable One

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**Description**

A few months ago, I signed up for an internet promotion through Cable One. The promotion offered 100 MBPS download speed for \$35/mo. for the first 3 mo. then the price increases to approx. \$55/mo. I have started getting notifications (one of which I have never received) from them stating that I have been exceeding my 300 MBPS data cap allowed per month. I don't have tv services through them and only use the internet to stream movies from such sources as Netflix, etc. I was never informed of data caps for the internet! Cable One has indicated that if my usage, which isn't extreme being that I am the the only one using the internet doesn't decrease to within the 300 MBPS it will either be canceled or bumped into a higher, more expensive plan. I signed up with a plan I can afford and had I known there was a data cap, I would not have signed up. I feel their promotions are very misleading and lack transparency. I have never received the 100MBPS speed when I have checked. It should be more clearly stated that this is a speed that it CAN go up to but most times, it will not. The internet should not have caps!! It is merely a sneaky way for these companies to be able to charge more to those of us who don't want traditional cable/satellite tv services due to their extreme expense! Additionally, too many of these giant corporations are buying out their competitors so we the consumers have less choices and are forced into their ridiculous rates and plans. There needs to be more oversight over these companies!!

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**Ticket: # 757159 - Comcast's Data Cap**

**Date:** 1/15/2016 7:56:43 PM

**City/State/Zip:** Fort Lauderdale, Florida 33312

**Company Complaining About:** Comcast

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## **Description**

Being someone who uses the computer to communicate a lot, as well as an Avid gamer. I upload gaming videos to sites like youtube or stream to twitch. With the data cap of 300GB it's impossible for me to do anything, a game I buy from the console's store is more than 20-30Gb a game, That's already almost 1/6th of the cap. And then Comcast claims they do not throttle the internet after reaching the cap, but simple things like loading a site, or attempt to play a game online. I experience an utter amount of lag. My videos stutter, attempting to load every few seconds, And everything I tend to do daily lag or stutter free, when I hit the cap everything noticeably slow down.

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**Ticket: # 757421 - Comcast Data Caps!****Date:** 1/16/2016 12:05:19 AM**City/State/Zip:** Bluefield, Washington 24701**Company Complaining About:** Comcast

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**Description**

Comcast has enacted a 300GB a month data cap in 8 new cities as of December 2015. I am lucky that I do not live in one of those areas. But, the time will come when data caps are enabled for every Comcast customer. I can easily go over 1.5TB of data a month. The internet service price is already expensive, it's not right to restrict everyone to a data cap. Comcast states an average of it's users use only 40GB a month. Weather that is true or not, those people are getting ripped off for paying \$80 a month and only using that much. I find it hard to believe. Streaming netflix for 1 hour is almost 1.2GB of data. Watch a few movies or TV shows and you've easily hit your 300GB monthly data cap. That is only Netflix alone, Youtube has a ton of HD content uploaded every minute. Everything is done online now, banking, communications, video chat, watching shows, listening to music. Soon 4K content will be as normal as 1080p HD is. Saturday Night Live said they will start filming in 4K and that 1 hour of video footage is over 80GB. We pay for FAST HIGH SPEED internet, why? So we can hit our monthly data caps faster each month? It's stealing from people every MB you download! Please do something before it gets out of hand!! Many people only have 1 choice of internet and TV providers in their area, so they are stuck, no freedom of choice for whom to use as a monthly service.

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**Ticket: # 757854 - Data Throttling - Comcast Violation Net Neutrality Rules**

**Date:** 1/16/2016 3:05:09 PM

**City/State/Zip:** Richmond, Virginia 23234

**Company Complaining About:** Comcast

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**Description**

(b) (6)

Richmond, VA 23234

(b) (6)

January 16, 2016

FCC Representative:

I am writing this letter in regard to the ongoing throttling of my video and data streams from Comcast. It is important to understand this complaint is based on solid EMPIRICAL EVIDENCE taken from real-time data stream measurements.

The attached documents to support my claims are as follows:

- 1) Comcast Service Contract – Blast 150 mbps.
- 2) Data Usage Oct. 2015
- 3) Data Usage Nov. 2016
- 4) Data Usage Dec. 2015
- 5) Multiple Download Speed Test (Ookla) Performance
- 6) Speed During Video Streaming
- 7) Netflix Stream Speed
- 8) YouTube Stream Speed
- 9) Download Speed – Film

Current System:

- HP Pavilion 1045 (2011)
- Comcast Modem Arris –TG 1682G
- Netgear Router R 6300 (Dual Band-Hardwired))
- Samsung Galaxy Note 10.1 (2012)
- Chromecast 2 (Hardwired)

History:

I have had four Comcast service reps evaluate my system from incoming signal to the devices. Each has confirmed there are no issues with the incoming signal or my Current System. Note: Every

network suffers from periodic congestion, but these data suggest the data degradation is determined and deliberate.

## Media/Lab Reports – Data Throttling

Stop Throttling by your Internet Provider

<http://www.vpntopten.com/how-to/stop-throttling-by-your-internet-provider>

Major internet providers slowing traffic speeds for thousands across US

<http://www.theguardian.com/technology/2015/jun/22/major-internet-providers-slowing-traffic-speeds>

New Opportunities for Test Deployment and Continued Analysis of Interconnection Performance (Study – M Lab)

[http://www.measurementlab.net/blog/interconnection\\_and\\_measurement\\_update](http://www.measurementlab.net/blog/interconnection_and_measurement_update)

Comcast admits its 300GB data cap serves no technical purpose

<http://bgr.com/2015/08/16/comcast-data-caps-300-gb/>

## Analysis:

- My contracted speed with Comcast is 150 mbps.
- That speed continuously degrades to 50-60 mbps in successive speed tests, so they are not providing the most basic service consistently.
- With respect to video streaming, the stream speeds are from .3-2.5 mbps maximum.
- Netflix speeds are consistently less than 1 mbps.
- YouTube speed are .5 or less with regular stream literally stopping, making You Tube virtually unusable.
- Film Download speeds are 1.1-5.0 (spike) requiring a 2 hour download time for a movie.

## FCC Net Neutrality:

FCC Net Neutrality Rules stipulate that all data traffic on a network **MUST** be treated equally.

Therefore, Comcast based on the real-time data is in direct **VIOLATION** of Net Neutrality Regulations and in **VIOLATION** of my service contract vis-a-vie Internet Speed Performance.

It must be noted that the issue which must be clarified is the difference between Internet Speeds ads determined by speed tests, and the Functional Internet Speed – defined as the speed measured during usage on a website!!!!

I am requesting the FCC open a case on my behalf to investigate Comcast for deliberate violation of FCC Net Neutrality Rules and **CONSUMER FRAUD**, by not providing service as contracted.

Respectfully,

(b) (6) [Redacted]

[Redacted]

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**Ticket: # 758070 - Comcast Data Cap**

**Date:** 1/16/2016 6:12:54 PM

**City/State/Zip:** North Charleston, South Carolina 29406

**Company Complaining About:** Comcast

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**Description**

Comcast recently (i found out it happened in Oct, but i just found out the information today 16Jan16) that there is now a 300gp data cap on the internet service they provide. That is completely unacceptable to place a cap on something that will only increase the price (30 extra dollars to an already high bill, or \$10 for every 50gb you go over) of an already high bill! Now, the problem is, as my wife is a stay at home wife, she used the internet quite a bit, plus i play games, stream videos, and do work on the internet, this simply increases my bill to an unfair amount.

I called comcast to get an explanation and was told that they can change this at any time without my consent! I have their paperwork and we choice them due to the fact they didn't have a data cap! This is completely pro-consumer price gouging. It's not secret that comcast wishes to shut down open internet which in turn shuts down open ideas and learning.

If they state I was informed, that is a lie. I was not. No paper work was sent to my house, my email to my comcast email nor personal email. Nothing.

Also, when receiving "Alerts (if they can be called that)" about going over the data cap, I was given a screen that stated my data limit was 90% to max, and extra charges would apply. The thing is, it has a 24hr delay! Even if i agree with this cap, which I don't, that's too little amount of time!

For comparison on how this isn't fair, a simply ps4/pc game when downloaded is ~50gb! Download a few games, watch some hulu/netflix, do some business, surf the web and BAM extra charges, a complete bill-shock!

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**Ticket: # 758326 - Comcast Data Cap**

**Date:** 1/17/2016 3:32:51 AM

**City/State/Zip:** Marana, Arizona 85653

**Company Complaining About:** Comcast

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## **Description**

I am complaining that Comcast's data caps within the Tucson area are unfair. I have been capped even after I received a signed written response saying the service I had was not capped. Comcast has been horrible to work with. When streaming Netflix and Amazon Prime instead of Cable TV these Caps get consumed fast. I question the monopoly Comcast has on the Tucson area I live in. I hope public dollars were never used in constructing their fiber optics lines.

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**Ticket: # 758354 - Comcast Data Usage**

**Date:** 1/17/2016 8:15:23 AM

**City/State/Zip:** Hermitage, Tennessee 37076

**Company Complaining About:** Comcast

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## **Description**

Yesterday while out of town I signed in to my Comcast account to check status of data usage. Having been very close to data cap last month I am curious and closely monitoring day by day this month to try to determine actual usage. My month to date usage was 51 GB. We got home around 8 pm last night. Watched the ball game on cable tv and played around on iPad for about an hour. This morning I checked data usage again and it shows 53 GB used. I honestly cannot see how we used 2GB in 2 hours without any streaming video. Our average daily total for the first half of the month has been 3GB a day. I do not feel that Comcast fairly and accurately measures data usage. Unfortunately Comcast is the only cable internet provider in my area or I would not have selected a company that implements a data usage limit.

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[Ticket: # 758403 - Comcast data cap](#)

**Date:** 1/17/2016 11:35:35 AM

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

**Company Complaining About:** Comcast

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## **Description**

I recently moved to Atlanta, purchased Comcast's 75mpbs plan, and was subsequently introduced to a data cap. Lets be clear here, at 75mbps I can use up the entirety of my data usage in about 9 hours. This is simply absurd, why sell such high tiers with such low data caps?

I am a computer scientist and I can go into details of how Comcast's network works, why data caps are bogus and have nothing to do with network congestion, and why their comparison to power co-ops and mobile data service is completely strawman. However, I assume that you have people for this and I simply want to add my voice to the discontent body of consumers.

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[Ticket: # 758426 - Data cap w no rollover](#)

**Date:** 1/17/2016 12:52:37 PM

**City/State/Zip:** Alpharetta, Georgia 30005

**Company Complaining About:** Comcast

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## **Description**

Comcast now put data caps forcing you to buy data in bundles of 50gbs and then keeping the rest of data when month ends. If I exceed my 300 gbs on 30th day and need one more GB I pay for 50 to loose all in a few hours? Also if I don't use my data of 300 gbs last 6 months, should you not roll it over for few month? Price gouge. This should be banned specially in areas where Comcast has a monopoly.

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**Ticket: # 758448 - Internet Data Caps & Open Internet**

**Date:** 1/17/2016 1:36:03 PM

**City/State/Zip:** Boise, Idaho 83709

**Company Complaining About:** Cable One

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## **Description**

"Recently, Cableone in Idaho, and across the nation based on the complaints i read about, has enacted "data caps" and is coercing customers into DOUBLING their internet fees due to "over usage."

The internet has completely become unaffordable to millions of citizens due to this price gouging. I am having to cancel my broadband service in order to avoid paying \$100+ per month.

Cableone is violating the spirit of the Net Neutrality decision by increasing internet fees on the average household for "excessive internet use" which, in their interpretation, is around 4 hours of use per day in a household of 5 people with multiple connected devices.

The People don't have the power to correct this. We must rely on the Federal Government to enforce broadband as a public utility.

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**Ticket: # 758549 - Comcast data caps**

**Date:** 1/17/2016 3:54:29 PM

**City/State/Zip:** Coconut Creek, Florida 33073

**Company Complaining About:** Comcast

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## **Description**

I'm in one of the "trial markets" for Comcast's latest cash grab, data caps. All this practice does is discourage me from using any internet service that Comcast doesn't provide in my home. I have three people in my household with smart phones and we use some streaming services for my toddler. I've always considered our usage normal. I have exceeded this 300gb cap by 100gb each month. I have no way of actually knowing if Comcast is measuring my usage correctly. I just have to take the word of the crooks that changed my terms of service because they wanted to.

This is certainly not promoting competition, innovation and investment in broadband services and facilities

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**Ticket: # 758700 - Suddenlink and unfair data caps**

**Date:** 1/17/2016 7:33:56 PM

**City/State/Zip:** Buckhannon, West Virginia 26201

**Company Complaining About:** Sudden Link

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## **Description**

Several months ago suddenlink implemented data caps, essentially forcing me to upgrade to a higher bandwidth plan to accommodate my data usage. Even after upgrading to the highest plan available (100 mpbs and 450 GB of data) I've consistently went over in data usage incurring a further \$10 charge. This brings my total bill to \$88. I had previously been paying \$60 per month. I do not subscribe to cable TV service and choose only to use streaming media services. It seems as though I am being punished for my method of media consumption.

I am not alone in what suddenlink believes is an over consumption of data. More than half of all the people I work with in the IT department at West Virginia Wesleyan college have the same issues with exceeding their monthly data caps. It's important to note that one colleague, who drives 30 minutes from Clarksburg, WV to work is able to have choice of cable / internet providers and does not have data caps imposed. He was able to choose another provider, something we do not have the freedom to do in Buckhannon.

Though not confirmed, I understand that 2 hours away from where I live in the Charleston, WV region, Suddenlink does not impose data caps. If this is indeed true, I find it troubling that the same company punishes an entire region of the state for using what is essentially an unlimited commodity.

450 Gb of data is about 2% of the potential data usage per month I have with the 100mbps connection I pay for. It should also be mentioned that data usage is calculated with a non itemized or categorized vague progress bar style chart (see attachment). I have no way of knowing if suddenlink's calculation is accurate. It is also unmentioned that my upload data also counts into this calculation.

I don't believe it is necessary for Suddenlink to have data caps. If there is no way around it, though, they should at least be fair to ALL customers. Not just a select few who do not use the potential of their connection or subscribe to suddenlink cable tv service.

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**Ticket: # 758928 - Comcast data caps**

**Date:** 1/18/2016 1:28:58 AM

**City/State/Zip:** Coconut Creek, Florida 33063

**Company Complaining About:** Comcast

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## **Description**

As you are, i'm sure, aware of the data caps being implemented by comcast as a part of a "trial" program...please take the time to investigate how this practice can possibly be ethical and "neutral" for every comcast internet consumer. Comcast is implementing this in order to make financial gains (<https://bgr.com/2015/08/16/comcast-data-caps-300-gb/>). Many consumers use HD streaming services (myself included) such as netflix and hulu as a way to practice our own freedom to be in control of what we would like to watch (and already pay for those services) at the cost of eating up bandwidth. It's clear that comcast is trying to find a way to financially benefit from this being that their TV based subscribers are dropping (<http://time.com/3845271/comcast-internet-tv-subscribers/>).

Please help us consumers:

<https://www.yahoo.com/tech/s/leaked-comcast-docs-prove-300gb-data-cap-nothing-003027574.html?nf=1>

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**Ticket: # 758995 - Data caps and lack of access**

**Date:** 1/18/2016 7:37:23 AM

**City/State/Zip:** New Springfield, Ohio 44443

**Company Complaining About:** Armstrong Cable

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## **Description**

I am stuck at the mercy of Armstrong Cable. They are my only option for Internet service where I live, yet their constant changes in service and increasing costs are unbearable. When I signed up for service, I was given unlimited access for \$40/month. Within two months, they added data caps, which are much lower with internet only, as opposed to internet with tv. Essentially, I am being punished by Armstrong for refusing their other extraordinarily expensive service that is bloated with "filler" stations that I have no interest in, yet am forced to pay for in order to get a handful of channels I do watch. Although I am unhappy with this, I am trapped into it, since cable companies don't compete with each other and there are no other options at my address. This lack of competition had caused my bill to increase by 50% over a 12 month period, and has led to a number of overage charges because of Armstrong's arbitrary limits. More recently, they have stopped informing me when limits are being reached as well. I don't understand how this company can continue to charge excessively for a service that is subpar when compared others in the country, and even more so abroad. My only options are to pay whatever insane price they charge or move. There needs to be a better solution.

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**Ticket: # 759030 - Data Cap Limit**

**Date:** 1/18/2016 10:00:33 AM

**City/State/Zip:** Hazlet, New Jersey 07730

**Company Complaining About:** Comcast

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### **Description**

I was not informed by the company that I would be receiving a data cap. This is a bad practice and I believe violates open internet and net neutrality as they are basically the only option in my area.

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**Ticket: # 759036 - Comcast Data Cap aka "data usage plan" complaint**

**Date:** 1/18/2016 10:10:17 AM

**City/State/Zip:** Atlanta, Georgia 30349

**Company Complaining About:** Comcast

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### **Description**

I am a customer of Comcast Xfinity and we currently are in a "test market" for their data cap plan and I have some serious issues with the only major provider of reliable internet service charging additional fees for those who use what is already supposed to be "unlimited" data. Additionally, I'm not sure that they are correctly calculating their data usage because already it says that I have used 430G of data, which can't be possible considering that I was home more in December and November and used almost 200G less data (how in the first month of actual charges suddenly we shoot up almost 200G in additional data usage than usual is a bit strange- and we're only halfway through the month). At this rate I'm looking at \$150-200 in additional fees.

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**Ticket: # 759139 - Comcast data cap and privacy invasion**

**Date:** 1/18/2016 11:50:42 AM

**City/State/Zip:** Florence, Alabama 35633

**Company Complaining About:** Comcast

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## **Description**

This complain is 2 part.

1. The data cap introduced by Comcast is arbitrarily small for modern Internet usage. In a world of near infinite streamable content, a 300 GB cap simply does not cut it. For example, Netflix states that high resolution usage consumes between 3 and 7 GB per hour (<https://help.netflix.com/en/node/87>). Based on that, a conservative 4 GB per hour estimate yields 75 hours per month. That's 2.5 hours per day of only streaming video. This doesn't account for many other typical home Internet usages. This arbitrary data cap must be raised or entirely removed.

2. Comcast has made it clear that they are able to monitor your Internet usage by injecting arbitrary code into websites that they do not own or control. This has been used to spam users with warnings about their data cap, but there is nothing preventing them from gathering any information they want. This is an activity often employed by blackhat hackers and is considered a threat against the security of computing ([https://en.wikipedia.org/wiki/Arbitrary\\_code\\_execution](https://en.wikipedia.org/wiki/Arbitrary_code_execution)).

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[Ticket: # 759361 - Comcast Data Cap](#)

**Date:** 1/18/2016 1:26:39 PM

**City/State/Zip:** White House, Tennessee 37188

**Company Complaining About:** Comcast

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## **Description**

ISPs should not be able to enact data caps on customers. They make absolutely no sense. Bandwidth is not a finite resource and their ability to track usage is questionable at best.

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[Ticket: # 759733 - Data caps and lack of Internet providers](#)

**Date:** 1/18/2016 3:54:50 PM

**City/State/Zip:** Channahon, Illinois 60410

**Company Complaining About:** Comcast

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## **Description**

Comcast is using data caps in some of their areas. I do not want a data cap in my area of Illinois. Also I do not have any other choices of Internet providers in my town of Channahon, Illinois. Comcast is the only Internet provider in my town and I would like some more choices.

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**Ticket: # 760063 - Comcast Imposing Data Cap****Date:** 1/18/2016 6:05:33 PM**City/State/Zip:** Margate, Florida 33063**Company Complaining About:** Comcast

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**Description**

Comcast is imposing an Internet data cap on my service, which is goes against the open internet / net neutrality rules. I am thinking of cutting cable tv service, as I mostly use netflix and play computer games, and I just received notification that they're going to charge me extra if i continue to go over this arbitrary 300gb monthly "allotment." It would be impossible for me to switch to netflix without going over this cap, and unsurprisingly, if i want to switch to an "unlimited" plan, I would have to pay them an extra \$30 per month. This is highway robbery. It wasn't long ago where there was no limit, but now they're imposing this simply because they can.

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**Ticket: # 760245 - comcast data caps**

**Date:** 1/18/2016 7:20:56 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast has placed data caps on our internet usage in South Florida. Not only are they charging us for having access to the internet just as before, but now they are also charging us for using the internet speed that we bought!

The data cap level is extremely low, at 300 GB. With just Windows updates, android updates, Security patches, iOS updates, etc, for 4-5 people in a house with a few devices each, it is almost impossible not to go over these caps. In this day in age, we require the internet for our jobs, for school/education, civic duties, etc., essentially the internet is almost as vital as water, sewage, electricity, etc., yet Comcast is creating substantial barriers between us and the internet.

The home internet ecosystem has simply has not been designed with data caps in mind, as an example (there are many) Microsoft Windows Security Updates are concerned with security, not the size of their patches as data caps never before existed in the home environment. By suddenly and unilaterally changing the nature of broadband internet, Comcast is making us less secure and is severely and negatively disrupting the internet for millions of it's users. It is taking advantage of it's position like no utility has ever tried. This is quite upsetting.

Thank you for your time.

(b) (6)

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[Ticket: # 807402 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:53:44 PM

**City/State/Zip:** Waterford, Michigan 48328

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 760906 - Home Internet Data Caps?!**

**Date:** 1/19/2016 11:26:53 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast's recent select implementation of Data caps on a users home internet service is a clear attempt to find an alternate means of forcing home users to pay more for services which have always been available. This was the core complaint in the net neutrality laws which were discussed last year, that users would have to pay more to receive the services that have always been available, and that ISP's could throttle the connectivity of competitors (such as Comcast's competitors, Netflix and Hulu - as it relates to a drop in cable subscriptions). Forcing users to either monitor the amount of browsing they do or pay a data overage fee is just as egregious as expecting people to pay for "fast lane" internet speeds, and the fact that the FCC has allowed this to occur as if they were unaware of the clear attempt to circumvent Net Neutrality laws is equally egregious. Please fix this corporate corruption! ISP's deserve to be paid, but they do not deserve to receive additional funds (\$35 for unlimited internet on top of monthly subscription of about \$40?! Really? An %87 price increase to get what you've always received?! REALLY!?!?) for no additional services rendered! Fix this FCC!

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**Ticket: # 761348 - Comcast Imposing Data Caps and Charging Extra for Unlimited Data**

**Date:** 1/19/2016 1:48:59 PM

**City/State/Zip:** Fort Lauderdale, Florida 33312

**Company Complaining About:** Comcast

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**Description**

Hi,

I have had Comcast Xfinity Internet Service for several years, and have never had a data cap. All of a sudden I'm getting messages saying I'm reaching my data cap, and eventually I will be charged extra overtime i exceed my limit, or that I can pay an additional \$30 for unlimited bandwidth. This seems pretty fishy to all of a sudden change the service I've always had, and then offer to have my server as originally intended at an extra cost of \$30 a month. This should be investigated.

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[Ticket: # 807416 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:54:36 PM

**City/State/Zip:** Louisville, Colorado 80027

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807418 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:54:42 PM

**City/State/Zip:** Sherman Oaks, California 91401

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 807403 - XXXXXXXXXXXX XXXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:53:51 PM

**City/State/Zip:** Huntingdon Valley, Pennsylvania 19006

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 769656 - Internet data caps](#)

**Date:** 1/23/2016 11:17:04 AM

**City/State/Zip:** Kingman, Arizona 86409

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink has put data caps on their Internet in order to get more money from people who don't subscribe to their TV services.

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[Ticket: # 762797 - Data](#)

**Date:** 1/20/2016 7:19:49 AM

**City/State/Zip:** Augusta, Georgia 30906

**Company Complaining About:** Comcast

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## **Description**

Eliminate data caps with newew technology no way to stay under 300 gb plan. Comast ripping people off.

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**Ticket: # 763071 - Comcast Data Cap**

**Date:** 1/20/2016 11:59:14 AM

**City/State/Zip:** Hollywood, Florida 33024

**Company Complaining About:** Comcast

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## **Description**

I have been a Comcast customer for years, and they suddenly capped my home internet data, and now want to charge me more for the same service I've had. They gave no warning to me as a customer, nor did I agree to the new terms. I find it ridiculous that the FCC would allow Comcast to enforce caps on data which would not allow for a customer to look for alternate competing streaming services like Netflix, or Hulu etc.. There needs to be some kind of consumer protection here.. I never agreed to a data cap.

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**Ticket: # 763326 - Internet Throttling/Extortion**

**Date:** 1/20/2016 1:12:27 PM

**City/State/Zip:** Shreveport, Louisiana 71118

**Company Complaining About:** Comcast

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## **Description**

Comcast is extorting with their data cap. We did not agree to it. We don't want a data cap. We already pay over 90 dollars a month for internet. Not only are they extorting us, they are throttling our internet because we went over 90% of our data cap. My ping used to stay at a constant 50ms now it's at a constant 65ms. Same thing happened in December: ping was 50ms until we hit 90%, then it went up to 65ms until the calendar month reset. Last month when I called Comcast, they openly said that they throttle our internet when we use 90% of it. I'm pretty sure you can get a hold of that phone call. I want to have the internet that I'm paying for. I don't want a data cap. I don't want to be throttled. We're in a world where we're moving into the "streaming" era. How are we supposed to download digital copies of games (which are about 30GB a piece) and stream movies/television when we have a data cap, AND A SMALL ONE. 13,000 complaints have been made about this happening, and I think it's time that something is done about it. The people are not happy.

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**Ticket: # 763899 - Home Internet Cap and gouging with Suddenlink**

**Date:** 1/20/2016 3:50:20 PM

**City/State/Zip:** Georgetown, Texas 78626

**Company Complaining About:** Sudden Link

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## **Description**

I have Suddenlink for my internet (I am in Georgetown, TX and this is the only cable - non-dsl - provider here...so they are the monopoly). i recently started receiving (last 3 months) notices that I was going over their data cap. there was no data cap when i began using them in April of 2013. Come to find out, they added caps to the data and i began going over it. they started charging me \$10 per 50 GB of data per month. I ended up having a \$50 overage charge on this bill and had to increase my monthly bill by \$40 to increase the data to 600 GB per month. I feel this is gouging especially since they are the monopoly and possibly in violation of net neutrality.

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**Ticket: # 763990 - Comcast Data Caps**

**Date:** 1/20/2016 4:16:48 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

Comcast is the only provider in my area that actually offers the speeds I need for both my job and entertainment purposes. While I am not opposed for paying more for more speed, it is absolutely outrageous that I have to pay more for more data. It costs Comcast nothing to provide me more data than an average customer. Yet, they are charging not just me, but anyone who goes over their ridiculous 300GB an additional \$10 per 50GB. This is blatant abuse from a company that is essentially a monopoly.

The proof of this is when they actually get any real competition in their area (Google Fiber as an example). All of a sudden, data caps go away, speeds increase, prices go down all because "they are committed to customer service". In truth, most customers would have dropped them in a heartbeat if they had a choice.

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**Ticket: # 764011 - Sponsored Data Programs are a backdoor to breaking Net Neutrality rules**

**Date:** 1/20/2016 4:23:24 PM

**City/State/Zip:** Little Elm, Texas 75068

**Company Complaining About:** Verizon Wireless

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**Description**

After reading today about so-called "Sponsored Data Programs" in place with carriers like T-Mobile, AT&T and (soon, my carrier) Verizon. I just HAVE to make my voice heard on this issue. Please, please please put a stop to these sponsored data programs they are a dangerous backdoor into ISPs garnering control over which data gets higher priority on these networks.

<http://goo.gl/nve3cm>

As a consumer who often streams video content from popular streaming sites like Netflix, Hulu, Amazon and YouTube I DO NOT want to see any data packet treated differently than any other, and this is exactly what these sponsored data programs are doing by causing SOME internet traffic to count against a consumer's data cap, while other content does not. We NEED packet equality. I don't really care if these programs might benefit me in the short-term, they're dangerous in the long-term, and this practice needs to be nipped in the bud! A packet of data should be like a watt of electricity. I every bit of juice is treated the same regardless of if it's powering my TV or my coffee maker. The Internet HAS GOT TO BE the same way.

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**Ticket: # 764602 - Data caps**

**Date:** 1/20/2016 7:20:46 PM

**City/State/Zip:** Nashville, Tennessee 37203

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or Madam,

I am a Comcast customer in Nashville, Tennessee. I recently received an error message stating that they would be implementing a 300 GB a month data cap. Overages will be charged at 10\$ per block of 50 GB over the 300 GB limit. This will not be pro-rated or rolled over per month if I don't use the entirety of the 50 GB block; meaning even a 1 byte overage will result in a 10\$ charge. These overage charges are not based on the time the usage occurs, suggesting that they are not tied to network congestion or management problems. In fact, no reason was given in the letter as to why these caps and charges are being implemented. I will now have to pay an extra 35\$ a month to retain the unlimited data service I have been receiving. This is a forced change that I have no way to contest or reconcile. Even more concerning, the my conversation with comcast revealed they will be sending an "in-browser" notification when you reach certain thresholds of the data cap. It is my understanding that Comcast would be forcing me to install a browser plugin to receive this message, or use packet injection. The possible use of packet injection raises large privacy and security concerns for me, as any of the data I send or receive may be intercepted and / or modified. All of this goes against the principles of net neutrality and having a free and open internet. The way the data caps and overage charges are being implemented amounts to extortion of the consumer. Thank-you for taking the time to investigate this matter. I would like my data cap removed, overages refunded, and pricing to reflect what I was originally promised from Comcast. My usage meter does not work, hasn't worked, and yet I am still being charged.

Sincerely,

(b) (6)

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**Ticket: # 764766 - Comcast is Violating Net Neutrality with its Stream TV Service**

**Date:** 1/20/2016 8:50:21 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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## **Description**

Comcast is violating the FCC's open internet regulations by exempting their own "Stream" streaming television service from data caps. In doing so, Comcast provides an "over the top" internet television service in which they have a financial interest an unfair advantage over competing providers which is a form of paid prioritization as prohibited by rule 3.

Comcast defends this practice by attempting to describe "Stream" as a cable television offering rather than an "over the top" streaming video service, but this assertion is easily dismissed with two simple observations. First, Stream is only offered by Comcast to existing customers with "xfinity internet" service. Second, Stream is entirely reliant on the equipment and provisioning of that "xfinity Internet" service for operation. In other words, unlike traditional cable television, Comcast is unable to deliver the "Stream" product without relying on the same infrastructure used to deliver every other internet service, including Stream's competitors. If "Stream" truly were an independent cable television service and not an "over the top" service, Comcast could offer it to every customer in their footprint and not merely as an add-on for internet customers.

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[Ticket: # 764859 - net neutrality](#)

**Date:** 1/20/2016 9:59:42 PM

**City/State/Zip:** Rye, New York 10580

**Company Complaining About:** Verizon Wireless

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## **Description**

The FreeBee service is a sponsored data program that violates the spirit of net neutrality. Carriers should not have the power to charge content providers in order to not have their data count against a data cap. This gives carriers too much power and discourages competition from start ups which cannot afford to pay those fees.

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[Ticket: # 815522 - Data caps](#)

**Date:** 2/17/2016 4:56:58 AM

**City/State/Zip:** Flagstaff, Arizona 86001

**Company Complaining About:** Sudden Link

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## **Description**

The data caps imposed by ISP monopolies like Suddenlink's parent company Altice based in Luxembourg are meant to implement "legal" overcharging schemes. These data caps are also meant to force American customers to use their internet a certain way so that the company no longer needs to invest in their infrastructure. Suddenlink is an aggressive monopolistic company bent on taking away my freedom of using the internet how I want. Why is this legal? This will eventually hurt commerce in a very serious way.

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**Ticket: # 765119 - Comcast Data Cap**

**Date:** 1/21/2016 4:28:21 AM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

Comcast is invading my browser and spamming with countless pop-ups about me reaching my "data cap". A data cap that I never agreed to, I have been a customer with them for many years and have put up with all their shenanigans but I am finally tired of it. They are invading my browser without my consent, who knows what else they're doing to my computer without my consent. They are trying to charge me overage fees for a service I never agreed to (Data Cap) and they are throttling my speeds whenever I get near the Data Cap. My rights are being infringed by comcast as they continue to try and monopolize the internet.

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**Ticket: # 765104 - suddenlink communications is trying to force people to not be able to use high definition tv and movie sites like netflix using low data caps**

**Date:** 1/21/2016 2:29:13 AM

**City/State/Zip:** San Angelo, Texas 76901

**Company Complaining About:** Sudden Link

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## **Description**

Hello and thank you for hearing my complaint. I believe suddenlink is violating net neutrality. Suddenlink communications is trying to force people to not be able to use high definition tv and movie sites like netflix as their primary source of tv and movies by using low data caps so that people are forced to use suddenlinks own high definition tv and movie services. The average american per nielsen ratings watches on average 5 hours of television per day, and according to netflix their high definition video can take as much as 3.3 gigabytes per hour watched that is 495 gbs per month and that is just for one person. So suddenlink offering caps below 500 gbs per month for an entire family makes it impossible for the average american family to use internet high definition streaming sites such as netflix hulu and amazon instant video.

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**Ticket: # 765181 - Comcast/Xfinity Data Cap Warning****Date:** 1/21/2016 9:29:20 AM**City/State/Zip:** Decatur, Georgia 30033**Company Complaining About:** Comcast

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**Description**

On January 6th, I switched internet services from AT&T to Comcast due to varying internet performance, meaning data speeds would become incredibly slow until I called customer service and then it would magically work properly. I began to have the same issue with Comcast internet last evening, even though they swore up and down that their service would eliminate this problem. This morning, I receive a message from them saying "You are approaching your data cap of 300GB per month. You have 30GB left for the calendar month." I called Comcast to find out what was going on, as NO ONE I spoke to when signing up for service made any claims to a monthly data cap. I wanted to know how I could have possibly used that much data in two weeks as the most I had EVER used was about 90GB using the same devices and services. The person I spoke with, Kevin, said that he could not see my data usage, and I should go online to check the usage meter and call back. He said he did not understand how I got a message. I went online to check my "data usage meter", and of course it says it could not verify data usage. After reviewing some consumer reports, I see that Comcast has gotten a few other people with this tactic, and charge for data over the data cap. I also understand that they are not doing this everywhere. Another discovery I have made is that their "data meter" is grossly inaccurate. I am livid that I was not told about any data caps, and when I call to complain, no one can give me a straight answer. This seems to me to be a predatory practice.

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**Ticket: # 765972 - Comcast datacaps only a SYMPTOM of bigger issue!**

**Date:** 1/21/2016 2:39:42 PM

**City/State/Zip:** Savannah, Georgia 31401

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently started enforcing a 300Gb data cap on a great part of it's customer base--including myself in Savannah, GA. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. There are no other options here, and as someone who works from home, their rise in cost with no competitors in the market, is frightening for my livelihood and the livelihood of others. Also, I was not given any notice, as a customer, to the implementation of this data usage cap.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives--email is the new phone and fax line, the internet is where we find jobs, and is a huge part of education of the masses. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Also, they claim that using their xfinity.com streaming services does not affect your data usage, giving them an unfair advantage over other streaming services like hulu and netflix. This is another market that their data caps are affecting.

Sincerely,

**(b) (6)**

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**Ticket: # 766379 - Comcast datacaps**

**Date:** 1/21/2016 4:40:41 PM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Comcast

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## **Description**

This complaint concerns comcasts absurd 300 gb data cap. This is not so much a specific transgression or violation of any law or social norms but rather a violation of the entire american capitalist economy and the american people. As your research will show, such a measure constitutes nothing less than a carefully calculated attempt to extort american consumers in the name of profit-- there is NO reason whatsoever that comcast or any ISP need install a datacap (i.e. to safeguard a limited resource or ensure the companys fiscal success thru careful distribution of said resource) -- data is infinite-- its consumption and creation require no resource other than a connection to the internet and for some forms (streaming video for instancs) a suitable speed-- customers pay for a connection with a certain speed (broadband internet speeds evolved as direct result of market forces-- broadband became available widely, prices get competitive and stayed there) The bandwidth (speed) of connection is what customers are paying for, the ability to send and recieve data at a certain speed. Comcast is essentially trying to achieve a stranglehold on data. They realize that internet connection is essential to the conduction of modern commerce, innovation in almost all fields, as well as the social life of modern man-- not satisfied with merely running a profitable company and uninterested in working harder to devise a worthwhile product or service to increase profits, they schemed up a way to extort the american public- by making them pay for (what are in this day and age, basic everyday actions) -- by installing data caps comcast can force every single customer to pay for each and every bit of information they send and recieve (something they were already doing by providing and billing customers for internet service). There is no reason for comcast to do this other than shameless profiteering- there is no increased workload on their servers or fiber optic cables; there is no additional resource expenditure that increases in proportion with increasing data uses- in short NO reason to install data caps except to try and fuck the average american out of more of his or her hard earned money. Such data caps serve NO ONE but comcast. Literally every other party loses-- they cost consumers more (more money for comcast), force the government to waste already taxed resources, they crush new or incubating businesses (less competition for comcast), they bar new and innovative tech businesses from ever developing past conception (which again, is great for comcast, not good for anyone else), they ruin established consumer entertainment businesses (streaming tv/film) netflix amazon prime hulu etc (which is great for whoever owns cable tv... oh wait thats comcast too). Comcast is an abomination - a disgusting, vaguely communist, and shamelessly profiteering economic disease; it is the archetypical fat-greedy-&-ruthless racketeer, always scheming to line his pockets a little more at everyone elses expensive. These measures are very obviously designed to force comcasts products- everyone of them- down the unwilling throats of american consumers. When new products came along that started outperforming their worthless offering they didnt innovate. They didnt make a new and better product like american do, they started scheming and scamming on how to crush the opposition and screw the conaumer harder, how to force their unwanted garbage product on everyone else. Do we really want to allow companies like this to exist?

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[Ticket: # 767191 - Comcast Data Cap](#)

**Date:** 1/21/2016 10:01:44 PM

**City/State/Zip:** Miami, Florida 33136

**Company Complaining About:** Comcast

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## **Description**

Comcast company is putting a data cap on Miami's internet usage. Charging consumers high prices for exceeding their ridiculous limit, which is inaccurate the way they measure.

I'm not the only person that present this issue. Almost every costumer is being affected

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[Ticket: # 808163 - XXXXXX XXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:04:30 PM

**City/State/Zip:** Wentzville, Missouri 63385

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 767786 - Data Caps on Home Internet**

**Date:** 1/22/2016 12:15:30 PM

**City/State/Zip:** Fort Mohave, Arizona 86426

**Company Complaining About:** Sudden Link

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### **Description**

I just received a notice that I was approaching a data cap on my home internet. Data is not a finite resource and the only reason to implement a data cap is to further exploit customers in a monopolized market. This is completely anti-consumer and amounts to nothing more than a blatant cash-grab. I'm paying more for less services. How is this at all the product of a fair market?

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[Ticket: # 807397 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:53:22 PM

**City/State/Zip:** Indianapolis, Indiana 46217

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807394 - XXXXXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:53:06 PM

**City/State/Zip:** Acworth, Georgia 30101

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 782075 - Please protect net neutrality](#)

**Date:** 1/29/2016 7:59:16 PM

**City/State/Zip:** Minneapolis, Minnesota 55419

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Dear FCC,

Comcast, Verizon, AT&T and T-Mobile are the worst companies in America. Stop them from zero rating, data capping, and net neutrality violations. Thanks!

(b) (6)

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[Ticket: # 807395 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:53:13 PM

**City/State/Zip:** Leominster, Massachusetts 01453

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 769305 - Comcast data cap (300gb)**

**Date:** 1/22/2016 10:16:03 PM

**City/State/Zip:** Weston, Florida 33332

**Company Complaining About:** Comcast

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## **Description**

Comcast started sending warning messages to my account (after my house hold crossed 300gb in 1 month). The Comcast is about to charge extra money on account. This account did not have any data cap when we signed up. The account is a bulk account and I confirmed with bulk account representative, they were unaware of this cap as well. When I called Comcast to resolve this issue, Comcast representative notified me the data cap is recent but could not state when it was implemented or do anything about it. This non sense has to stop - additional charges on originally no data limit account without any communication, or any options to stop the charges. I guess I'll have to pay a lot extra for same service which was sold or look at slower alternatives. Hopefully, you don't decide this is an acceptable norm and allow Comcast or other companies to make this a practice for every region. Please, stop them.

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[Ticket: # 769430 - Comcast data caps](#)

**Date:** 1/23/2016 12:54:25 AM

**City/State/Zip:** Oak Ridge, Tennessee 37830

**Company Complaining About:** Comcast

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## **Description**

The comcast data caps are ridiculous and are just a money grab. I live in a town that has only one high speed internet service, no real alternative. Comcast has a history of horrible service and now they want to gouge us for it too .

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[Ticket: # 769508 - Data caps comcast home](#)

**Date:** 1/23/2016 3:58:58 AM

**City/State/Zip:** Atlanta, Georgia 30307

**Company Complaining About:** Comcast

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## **Description**

Data caps! The main reason I was and am against the "Netnutrity" BS! All that bill did was cloch data avenues and allow us to be capped for data at home. STOP DATA CAPS ON HOME SERVICE ! All future products will use internet. How can your presious NSA track data if people stop using it because they can't afford data caps. Hello you are making us less safe because of data caps.

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**Ticket: # 769512 - Comcast double dipping into the consumers**

**Date:** 1/23/2016 4:16:59 AM

**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

So not only do I have to pay a hefty amount for my internet bill but, I have to now pay \$30 to get unlimited data usage or stay with the 300GB data cap. This is extortion from the Comcast trying to take more money from the consumers that are already paying way more than enough.

The internet is a widely used today by everyone around the world for a lot of things (Jobs, news, entertainment, etc.). Now cable companies like Comcast are trying to charge more for something just because more people are using it around the world.

Did you ever notice that they never charged extra for TV service (only when it came to getting more channels). They never complained about congestion in their cable lines when everyone around the world was watching TV.

Please look at this from a consumers point of view and see how this is affecting people in day to day activities using the internet.

Thank you, (b) (6)

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[Ticket: # 769520 - 300 g limit](#)

**Date:** 1/23/2016 4:29:25 AM

**City/State/Zip:** Tamarac, Florida 33321

**Company Complaining About:** Comcast

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## **Description**

Data caps preventing me from using Hul,Netflix, and Amazon streaming

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[Ticket: # 807399 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:53:38 PM

**City/State/Zip:** Schnecksville, Pennsylvania 18078

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 769913 - Data Caps](#)

**Date:** 1/23/2016 2:09:13 PM

**City/State/Zip:** Van Buren, Arkansas 72956

**Company Complaining About:** Cox

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## **Description**

My ISP has data caps. With the proliferation of Netflix and other streaming services, these data caps are anti-competitive. It simply serves as a way for cable companies to continue selling their cable packages.

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**Ticket: # 807400 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 1:53:41 PM

**City/State/Zip:** Minneapolis, Minnesota 55431

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 808164 - XXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:04:40 PM

**City/State/Zip:** Rowe, New Mexico 87562

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807461 - XXXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:57:00 PM

**City/State/Zip:** Jacksonville, Florida 32216

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 770588 - Open internet/Comcast](#)

**Date:** 1/24/2016 11:40:29 AM

**City/State/Zip:** Hendersonville, Tennessee 37075

**Company Complaining About:** Comcast

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## **Description**

I believe the lack of competition in the lack of competition has allowed Comcast to price gouge in the Nashville market. They impose data caps even after charging high fees. Who is monitoring them?

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[Ticket: # 770627 - Comcast Data Cap](#)

**Date:** 1/24/2016 12:51:23 PM

**City/State/Zip:** Abingdon, Virginia 24210

**Company Complaining About:** Comcast

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## **Description**

This month, Comcast has implemented a 300 GB data cap on my account. My wife is a full time college student and my daughter is in grade school. I am the only member of the household that is able to work at this time, and as my wife and daughter are both students, internet is a must have for us. Unfortunately, Comcast is our only option since we live in a rural area, so we cannot simply switch providers to avoid the overage fees. I feel like this type of business practice is price gouging, and my family is helpless to do anything about it.

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[Ticket: # 770664 - Internet Data Caps](#)

**Date:** 1/24/2016 2:12:46 PM

**City/State/Zip:** Miramar, Florida 33025

**Company Complaining About:** Comcast

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## **Description**

The Comcast 300 GB cap is not sufficient for consumers who get their TV through services like Netflix and SlingTV. I am not totally against metered usage per say. After all if we (consumers) want internet service to be treated like a utility, then that is one of the trade offs we should expect. Every other utility charges per metered usage. My basic concern is that the Comcast limit is arbitrary and unreasonable. It may be more reasonable to do some research on average consumer data usage and base the limit on that research. I am sure that if this is done the monthly data cap would be much high than 300 GB.

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[Ticket: # 807481 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:58:08 PM

**City/State/Zip:** Littlerock, California 93543

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807492 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:58:41 PM

**City/State/Zip:** Langhorne, Pennsylvania 19047

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 770987 - Comcast data cap](#)

**Date:** 1/24/2016 9:31:32 PM

**City/State/Zip:** Atlanta, Georgia 30307

**Company Complaining About:** Comcast

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## **Description**

Just received a notification on my mobile device, while using it at home, that I had reached 90% of my xfinity data cap. I had no idea what the message was about. Started googling and found out my city is part of comcast's "data cap trial." Lucky us! I had received no prior notification from Comcast.

Please, please, please scrutinize these data caps. Clearly they have net neutrality implications. Internet service should be regulated like a utility. Sick of the lack of competition in the broadband market and the clear conflict of interest between the provision of Internet service and provision of cable tv packages. I do not want comcast's cable tv packages, they should not be able to limit my internet because I don't want their television. There is no operational reason for these caps, it is clearly just a cash grab.

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[Ticket: # 807604 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:49 PM

**City/State/Zip:** Rialto, California 92377

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 771069 - Internet Data Cap Throttling****Date:** 1/24/2016 11:40:07 PM**City/State/Zip:** Susanville, California 96130**Company Complaining About:** Zito Media

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**Description**

The only major non DSL ISP in the Susanville, CA 96130 area is not making it harder to customers to consume the Internet. Zito Media has been imposing a data cap on customers even the older ones who knew nothing of this data cap. The caps are 250 GB for the basic tier 10 mbps service, which most of the towns residents are on. The next tier which is the 30 Mbps service has a data cap of 400 GB. Lastly the highest tier which is the 65 mbps service has a cap of 700 GB. This is highly unfair to customers as they have failed to disclose these caps to their older customers and even the new ones. When called to ask or when you visit the offices they say the Data Cap is a new law. I searched on the Internet and see no such law. It is unfortunate that this cap exist despite it not being in existence last year. I believe that this is unfair to all citizens that expects their Internet to be fast and speedy, but unfortunately for these customers Zito Media hasn't told them about the cap, which is shameful. I do hope that Zito Media changes their practices as Internet is highly important to the people of this town. Most people subscribe to the lowest tier Internet as they are unable to afford the higher tiers. Please consider looking into this issue and resolving it so the residents of this town can finally get the Internet they deserve. Thank you for your time. I have here attached the throttled speed We are experiencing. We pay for 30 Mbps down, 4 Mbps up.

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[Ticket: # 807462 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:57:02 PM

**City/State/Zip:** Santa Rosa, California 95401

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807947 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:05:50 PM

**City/State/Zip:** Pahoia, Hawaii 96778

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 808165 - XXXXX XXXXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:04:42 PM

**City/State/Zip:** Schenectady, New York 12345

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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[Ticket: # 808202 - XXXXXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:09:30 PM

**City/State/Zip:** San Jose, California 95111

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808310 - XXXXXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:23:37 PM

**City/State/Zip:** Budd Lake, New Jersey 07828

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807487 - XXXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:58:21 PM

**City/State/Zip:** Northridge, California 91325

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807590 - XXXX XXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:01 PM

**City/State/Zip:** Memphis, Tennessee 38122

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 772067 - Data Cap imposed](#)

**Date:** 1/25/2016 3:18:14 PM

**City/State/Zip:** Texarkana, Arkansas 71854

**Company Complaining About:** Cable One

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## **Description**

Cable one internet has imposed a data cap provision to my existing plan. Cable one has threatened cancellation of service unless I purchase a new plan at \$135/month. The previous plan was at \$55/month, which is a 245% increase to my bill. No other cable internet competition is available in the area.

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**Ticket: # 772103 - Complaints and My stand against Data Caps.**

**Date:** 1/25/2016 3:27:48 PM

**City/State/Zip:** Glen Jean, West Virginia 25846

**Company Complaining About:** Shentel

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## **Description**

My family and I have been Shentel customer for about 4 years now. We've been with them since before the maximum profit "Data Caps", and we have had to change everything about our usage to accommodate for the changes. We've put so many rules against the internet usage that it doesn't even serve the same purpose, haven't internet is useless if you can use it how you want! I stand against the revolting "Data Caps", due to the fact that it's taking our freedom from our internet usage and that we can't even use the internet for what we got it for in the first place! These "Data Caps" are losing more business than big businesses think! Although they don't care, because they're getting nothing but profit!

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[Ticket: # 808191 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:07:42 PM

**City/State/Zip:** Berkeley, California 94702

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807591 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:02 PM

**City/State/Zip:** West Sacramento, California 95691

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808192 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:07:50 PM

**City/State/Zip:** Oaklyn, New Jersey 08107

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808198 - XXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:08:15 PM

**City/State/Zip:** Houston, Texas 77019

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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[Ticket: # 808199 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:08:25 PM

**City/State/Zip:** Debary, Florida 32713

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807595 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:16 PM

**City/State/Zip:** Madison, Wisconsin 53704

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807596 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:18 PM

**City/State/Zip:** Longmont, Colorado 80501

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Thank you.

(b) (6)

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[Ticket: # 808278 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:19:38 PM

**City/State/Zip:** Valdosta, Georgia 31606

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 772904 - Data Cap with Shentel****Date:** 1/25/2016 8:42:20 PM**City/State/Zip:** Forest, Virginia 24551**Company Complaining About:** Shentel

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**Description**

Shentel forces a data cap on all of their plans:  
Residential Shentel data allowances

In order to protect your Internet experience, Shentel has established data allowances for each Internet package. The vast majority of all Internet customers will not be affected by these allowances. Customers should consider modifying usage or upgrading to a higher level of Shentel Internet service if Internet usage exceeds these allowances. Exceeding these data allowances will result in additional charges of \$10 per 50GB block of usage over the allowance.

Internet package	Data allowance
3Mbps	200GB
5Mbps	250GB
10Mbps	300GB
15Mbps	400GB
25Mbps	500GB
50Mbps	750GB
101Mbps	1TB

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[Ticket: # 808279 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:19:45 PM

**City/State/Zip:** Shreveport, Louisiana 71129

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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**Ticket: # 773060 - Data caps, ISP ad injecting**

**Date:** 1/25/2016 10:21:47 PM

**City/State/Zip:** Buckhannon, West Virginia 26201

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink informed me via a webpage-injected advert that I'm coming close to hitting my "data cap." I believe these "data caps" go against net neutrality and an equal internet. I also feel that since they were able to inject an ad into my browser it seems like they're doing deep-packet inspection or something else nefarious that shouldn't be happening.

Suddenlink says, "Customer accounts will not be billed for exceeding a monthly data plan until the third overage. On the third and subsequent overages, the monthly plan will be increased in installments of 50 GB at a cost of \$10 per installment."

I find this ridiculous. I already pay more than enough for them to provide this utility to me and shouldn't be charged more just because I use it. I'd almost bet that this ISP has received tax money from the government to get their infrastructure up to par anyway. I mean, I don't get charged extra for driving a vehicle too much that I own.

Attached is also a screenshot from my phone of the injected "advert" warning me of my impending doom coming in the form of an expensive and BS "data cap." My ISP should not be able to read my traffic well enough that they can inject text and images directly into the webpage.

Please, do something about my ISP, and all the other ISPs, about these data caps. These caps are solely in place to deep the pockets of CEOs of the companies, not because of "infrastructure limits" or "congested networks" or any other line of crap they feed the American people. These extra fees they try and tack on constantly hurt the people and do not improve the service at all.

In this day and age internet is pretty much a needed and vital utility. Please, make the ISPs behave like other utilities.

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[Ticket: # 835945 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/26/2016 7:31:08 PM

**City/State/Zip:** Sacramento, California 95841

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 773181 - Data Cap of 300gb implementation in Shreveport LA](#)

**Date:** 1/26/2016 12:10:07 AM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Comcast

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## **Description**

It is no point having high speed of 75 mbps and having a data cap of 300 gb. It causes more stress especially have to monitor your data usage daily. I am also at my limit this month and it is frustration what I can do online. Should I download this file, maybe it will cause me over my limit. This is no longer open internet but more as a control that Comcast is causing.

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[Ticket: # 773224 - Comcast data cap](#)

**Date:** 1/26/2016 1:05:01 AM

**City/State/Zip:** Oro Valley, Arizona 85704

**Company Complaining About:** Comcast

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### **Description**

I was not informed of a data cap when I signed up.. A 300GB limit per month is not realistic in this day and age

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[Ticket: # 807958 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:06:38 PM

**City/State/Zip:** Washington, District Of Columbia 20002

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807961 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:06:49 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15217

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 774516 - Comcast Data Caps](#)

**Date:** 1/26/2016 4:40:46 PM

**City/State/Zip:** Miami, Florida 33177

**Company Complaining About:** Comcast

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## **Description**

Plain and Simple. So far service has been great, but Data Caps are a ridiculous idea. The fact that my entire area suffers this issue while other areas don't is absurd. This is the first time i have reached a cap in 3 months, but if this is regular usage, and shouldn't be allowed.

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[Ticket: # 774292 - Data Cap](#)

**Date:** 1/26/2016 3:22:52 PM

**City/State/Zip:** Big Stone Gap, Virginia 24219

**Company Complaining About:** Comcast

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## **Description**

The 300GB data cap recently imposed on our area is easily surpassed. I stream 1080p HD video almost daily on Netflix and use Skype daily as well as play online games. Some of the games I download via Steam can be as high as 40GB a piece! That's not to mention the usage on my smartphone connected to my Wi-Fi. As HD and UHD (4K) video become more common it will be even easier to exceed this limit. Yet if you use Comcasts streaming services, this doesn't count against your data cap!

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[Ticket: # 774982 - Comcast Data Caps](#)

**Date:** 1/26/2016 7:14:21 PM

**City/State/Zip:** Mt. Pleasant, South Carolina 29464

**Company Complaining About:** Comcast

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## **Description**

The data caps that comcast uses are extremely annoying and not what I pay for.

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**Ticket: # 775112 - Internet Data Caps**

**Date:** 1/26/2016 8:12:12 PM

**City/State/Zip:** Seaside, California 93955

**Company Complaining About:** Sudden Link

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### **Description**

I pay 65 dollars per month for high speed internet (75Mbit) but it comes with a 350 GB Data Cap. Just streaming Netflix in the HD mode for two TV's for 3 hours a day would consume over 500 GB a month. This is not acceptable.

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[Ticket: # 775110 - Xfinity data cap scam](#)

**Date:** 1/26/2016 8:11:06 PM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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## **Description**

Was notified without warning that I'd be charged extra for data usage overages because I'd gone over some data cap that was never outlined in my contract. This must be stopped. There is no reason we should be charged more for any amount of usage.

Furthermore, I received a patronizing explanation that someone must be "stealing" my wifi for my data to be so high. This is an outrage. Comcast is knowingly using my router as a hotspot or their meter is purposefully being tampered with.

We need swift and immediate legislation to stop them from manhandling customers. This is a legalized monopoly.

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**Ticket: # 775171 - Comcast Xfinity Data Cap**

**Date:** 1/26/2016 8:32:20 PM

**City/State/Zip:** Little Rock, Arkansas 72205

**Company Complaining About:** Comcast

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## **Description**

Comcast has enforced a monthly data cap of 300GB. The American people, the FCC and the US government alike were in favor of net neutrality, which disallowed internet providers to throttle internet speeds when certain websites were visited. This data cap enforcement is way for internet providers to get around the "net neutrality" issue. Instead of throttling internet speeds, they will impose data caps and, ultimately, gain monetarily from internet users. Most likely these internet users are maxing out their monthly data caps from using online streaming services such as Hulu, Netflix, HBOGO and the like. I've got kids to feed, so to speak, and I don't have the time nor the money to waste on these gouging internet service providers. And another thought, bring on Google Fiber.

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**Ticket: # 775278 - Comcast Data Cap Transparency**

**Date:** 1/26/2016 9:13:48 PM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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**Description**

1. The monthly tiered data limiting was never clearly and transparently disclosed to us when signing up for the service. Data caps for home internet service is not widely known about and shouldn't be buried in the fine print, especially when this is a regional 'trial.'
2. There is no way real to track the usage of one's data use -- the 'Usage Meter App' on Xfinity's site is broken and doesn't execute once downloaded. The information on the Xfinity site is also not up to date within 24 hours -- which means there's no real way to know how much data is being used.
3. No accountability on how Xfinity is measuring the amount of data used. After going over the limit we made substantial efforts to curb our usage but the data continued to increase exponentially. The 'detailed data usage' is just showing that my internet modem is using all of the data. There's no way for the consumer to verify what we actually used vs. Comcast's meter.

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**Ticket: # 775509 - Comcast Data Cap Unreliable**

**Date:** 1/27/2016 12:34:51 AM

**City/State/Zip:** Snellville, Georgia 30039

**Company Complaining About:** Comcast

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## **Description**

I am taking my time And writing this complaint because Comcast has, unbeknownst to us, added a Data Cap to our Home Internet. Apparently according to them, we went over our data cap of 300 GB in December. For once, we were not told about this data cap, no notification was given regarding the changes in our account, and every 5 minutes anyone in our house browses the web we get a notification about data usage. On top of that, we were away for a week in December, and we all work M-F jobs, and unless they're watching Netflix, my parents don't surf the web in an extravagant manner.

I do not think it is fair to us that they made changes to our account without our knowledge and then threaten us with extra charges with a cap that we were not aware of in the first place.

When I called her, I asked to be informed about the data cap, but she could not tell me when it started. She only told me that to get away from it I would have to pay an additional fee every month. So I have to fork more money each month to pay for something that Comcast considers to be overage. But I have no way of trusting how they measure their service, and especially when they say that other Comcast customers can use my xfinity wifi without my consent.

Also, if this is a trial, why were we not given advanced notification or options to opt in or out? I asked her if there is a way to opt out of the trial and she said no. So now, a family of four with spotty cell coverage in the area, we have to be hit with charges and restrictions because Comcast decided to? And the agent said it herself when she told me we have never been over the 300GB according to them, but according to me there is no way We could be over 300GB the month of December because no one is at home Monday to Friday, and a week in December we were out of town.

So now, on top for paying for services like Netflix, Hulu, or even my little brother playing his PlayStation games, now we have to restrict the services we use day to day. That is, unless we use Comcast Streaming services, which according to the representative, does not count towards data. The representative also informed that the data cap is not there to improve speeds. So I asked her, are you trying to make me stop using Netflix and use Comcast instead? Just because it does not count towards data? Now I have to tell my parents to watch stuff on Comcast, because Netflix uses their data and Comcast does not? Or ask them not to FaceTime our out-of-state family too long, because we'll have to pay more? It sounds to me like they are twisting our arm and forcing us to think about using their services, instead of being fair to every streaming service out there or just giving us options. I have been trying to see about other options that Comcast may offer, but all they are saying is that I would have to pay an additional fee to go over the 300GB.

Please, FCC, step in and fix this mess. I don't know what else to do and was pointed by several online articles to file this complaint. We didn't know about this change to our account until now, when they are threatening us with charging extra for a month that we were not even home, which I don't have a way so measuring their data usage. They hid these changes, and don't even provide us advance notice of extra fees, and then harass our browser with messages nonstop about overage. They are not providing us options and pretty much are saying, "We own your Internet, and unless you use our services or pay an extra \$40, you will have to think about using Netflix or Hulu on our

Network." After knowing this, now my family and I are super paranoid about what we are going to use day, and in no way is that fair to us to feel that way in the comfort of our home.

Thanks for reading this and I hope this has shed some light on how my family feels after being treated like we don't have a voice, being being lied to for over 6 months about the services we had, being restricted and harassed regarding one month of usage, which is inaccurate given our circumstances that month. If they are going to make changes, they have to be transparent with them and give options to us, and make sure they are realizable. Just because you tell me I went over 300GB does not convince me after you have hidden from me a change in my account for half a year. This is not fair to consumers, and other competing services such as Netflix, Hulu and other internet services. It's only fair to Comcast, because their services don't incur in charges when I use them. My poor parents also, if it wasn't for me, a Comcast representative could sway them to use only Comcast Stream TV had they talked to the representative I talked to. Luckily I was the one that talked to them and was able to gather information, because my parents were shocked; they did not know anything about the data caps Comcast had and we have been a customer with them for years.

I am probably being redundant, but I appreciate your reading this and am begging for this situation to be fixed for us, and I hope that the information I have provided for you helps.

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**Ticket: # 775542 - Unfair Data Caps imposed without any real purpose**

**Date:** 1/27/2016 2:04:28 AM

**City/State/Zip:** Miami, Florida 33018

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

Comcast has imposed data allowances in residences with internet services provided by them in the Miami area which I am a resident of. This has caused quite a bit of issues as our family is not able to use the internet openly and freely as much as we want considering what we pay for. The 300GB "allowance" which in reality is a data cap infringes every definition of Net Neutrality which was passed by the FCC months ago: Comcast customers like myself are not able to watch streaming services at home as much as they want as this will heavily cut into the data cap (such as Netflix, Hulu, Amazon Prime, etc) and instead are motivated by Comcast to instead pay for their own streaming service which also has an extra monthly charge associated with it, and this Comcast home grown service does not cut into your monthly data cap. Customers that wish to lift this 300GB data cap must also pay an additional 30-35\$ charge. These are all signs of a monopoly that has taken advantage of not only it's customers but have laughed in the face of the US government and people who by also openly infringing on Net Neutrality laws without consequence (the only other viable competitor in the area is AT&T which doesn't nearly offer the speeds Comcast does). I speak for myself and residents in my city when I say, no scream, "Please punish Comcast and it's data caps and it's unfair treatment of loyal customers".

Best Regards,

(b) (6)

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**Ticket: # 775885 - Internet Data Caps**

**Date:** 1/27/2016 11:45:51 AM

**City/State/Zip:** Lake Havasu City, Arizona 86046

**Company Complaining About:** Sudden Link

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## **Description**

When I signed up for suddenlink there was no data cap and now they want to charge an obscene amount of money do raise the data cap which I would still go over. We stream a lot of movies and do a lot of online gaming. Another thing is that Suddenlink's own movies on demand don't count against the cap even when they are streamed via their site which is in direct violation of Title II I feel as if they are monopolizing their customers as the competition in the area is subpar at best and very little as in only 1 other company.

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[Ticket: # 776247 - Data Capping](#)

**Date:** 1/27/2016 1:49:34 PM

**City/State/Zip:** Daly City, California 94015

**Company Complaining About:** Comcast

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## **Description**

Please do something about the greedy practices of data capping at home networks through WiFi. This practice is unethical to the consumer and is a price-gouging method for companies to make a profit easily. The Internet is supposed to be an open-sourced and important necessity in this day and age. These companies are trying to limit that, and they can because they have no competition. Please do something about this unfair and greedy corporate practice.

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**Ticket: # 776313 - Comcast Data Caps**

**Date:** 1/27/2016 2:01:54 PM

**City/State/Zip:** Atlanta, Georgia 30306

**Company Complaining About:** Comcast

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**Description**

- 1.) This service was sold as unlimited, but then changed to limited plus automatic increased charges without consent.
  
- 2.) Consumers have no choice but to accept unsolicited incoming video and web advertising that consumes data usage and is bundled with their intended paid programs on streaming services -- essentially charging customers to view advertising or other unsolicited "auto-play" videos.
  
- 3.) This is deliberately anti-competitive, designed to target and create a hardship for customers who have reduced Comcast services in favor of other providers.
  
- 4.) No guidance has been issued about the treatment of non-video-streaming sources of data usage, such as backing up one's own files, photos and videos over one's own wi-fi network; storing or monitoring home security data, smart home appliances or other home-based uses of internet-enabled devices. Since Comcast can pick and choose what does and does not count against the cap (giving preferential treatment to their own products) -- do these count?
  
- 5.) Comcast has not provided a robust enough tool to document and/or verify usage and the sources of that usage.
  
- 6.) I see no documentation of an ability to appeal or submit alternatively verified usage reports.
  
- 7.) Due to Comcast's monopoly-seeking/protective business practices, customers do not have an alternative.
  
- 8.) In addition to opposing principles of net neutrality, this move sets back policies and years of development put into use of the internet for constructive, creative, civic and educational purposes. For example, public schools have come to rely on students home internet access for students to complete assignments (not to mention as a vital communication and administrative tool with parents). Parents will now have to question which homework assignments might put the family over their usage cap.
  
- 9.) Anticipate adverse effects on commerce, productivity and innovation when consumers no longer download software updates or reconsider purchases of software, applications, SaaS products or internet-enabled devices due to restrictive data caps.
  
- 10.) Monitoring and notification is inaccurate, a-synchronous and insufficient. I received notices of using 110%, then 125% usage overage in two consecutive days, with no actual change in usage. Mysteriously, my usage is only now over the cap once Comcast implemented surcharges.

11.) Comcast has admitted there is no operational business need for this policy. It is only to extract additional fees from certain targeted groups of customers. This is essentially a work-around to set a non-competitive, monopoly price for its services.

12.) There are no notifications in place for any given usage transaction. For example: "this movie will use approximately xGB of data to stream to your television would you like to accept?" appears nowhere. We cannot make informed choices. Further, data usage also depends on device type and viewing platform and is therefore not neutral.

13.) Comcast is offering inducements for additional fees to minors living in or visiting customers' homes.

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**Ticket: # 776381 - Comcast Internet Data Cap & Customer Service**

**Date:** 1/27/2016 2:26:32 PM

**City/State/Zip:** Kennesaw, Georgia 30152

**Company Complaining About:** Comcast

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### **Description**

Criminals. Data CAp 300GB Limit is AWFUL. I'VE WANTED TO CHANGE PROVIDERS FOR SO LONG. HOW ISN'T THIS A MONOPOLY? THEY ARE NOW EXTORTING US.

LITERALLY SELLING MY HOUSE JUST TO GET IN RANGE OF GOOGLE FIBER. I HATE THIS COMPANY. I SPENT 2 HOURS ON CHAT SUPPORT ARGUING WITH THEM ABOUT THEIR OWN POLICY AROUND DATA USAGE. I WAS CORRECT IN THE END, AND I WANT TO SHOOT MYSELF FOR SO MUCH TIME WASTED. I HATE THIS COMPANY WITH A BURNING PASSION.

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[Ticket: # 776780 - Comcast Data Cap](#)

**Date:** 1/27/2016 4:29:15 PM

**City/State/Zip:** Pensscola, Florida 30064

**Company Complaining About:** Comcast

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## **Description**

Comcats's arbitrary new use of a data cap serves no purpose other than to gouge customers. I saw the warning today, and as web developer that works from home, this is potentially devastating. I ask that the FCC put pressure on Comcast to end this obvious attempt to pad it's customers, who already pay exorbitant amounts of money for basic internet service.

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[Ticket: # 777540 - data cap](#)

**Date:** 1/27/2016 9:04:32 PM

**City/State/Zip:** Petal, Mississippi 39465

**Company Complaining About:** Comcast

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## **Description**

Comcast data cap is not good for the average customer. Where is live we have no other choice. We run out every month. so they can charge more and more. Please help stop Comcast stop this. There very high prices is not good

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**Ticket: # 777626 - Cox communications**

**Date:** 1/27/2016 9:46:34 PM

**City/State/Zip:** Providence, Rhode Island 02909

**Company Complaining About:** Cox

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## **Description**

Hello I have a problem with cox cable in Rhode Island why is there a data cap on there new gigiblast speeds package? I don't understand how there next competitor Verizon FiOS can gave there customers unlimited and cox communications is using fiber to the home same tech that FiOS is using but I have to stress over a data cap, I'm about to be doing 4k streaming even online gaming stream from nvida game stream and all these application are data hungry! I just what a peace of mind with the data I'm paying for cox communications should at least let allow there higher tier package be unlimited data and all there other package have a cap to make more of reason to buy there higher package's! Is there anything can be done to fix this issue if FiOS can do it so should cox communications be able to do it as well?

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[Ticket: # 779941 - Comcast](#)

**Date:** 1/28/2016 9:39:24 PM

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

**Company Complaining About:** Comcast

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## **Description**

All of the sudden our household internet usage skyrockets when a data cap is installed? Comcast, as a monopoly, is allowed to control its own meters? This is a highly dishonest company and FCC should not be enabling monopolies.

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[Ticket: # 777743 - Comcast 300 gb Data Cap](#)

**Date:** 1/27/2016 11:59:09 PM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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### **Description**

I had no knowledge that Comcast xfinity would implement a data cap on my internet until I received a message today stating I used 90% of my monthly data. Comcast did not contact me and provide me that information. I feel that charging me for overages on my internet is like charging me for the amount of hours I watch TV.

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**Ticket: # 777838 - open internet**

**Date:** 1/28/2016 6:03:42 AM

**City/State/Zip:** Austintown, Ohio 44515

**Company Complaining About:** Armstrong Cable, At&t Remove The Data Caps And Lower Cost

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## **Description**

I had att dsl about 6 mb speed and no data cap, to continue providing me internet service I was forced to switch to Uverse, same slow 6mb no data cap. After months of service calls. I filed a complaint with the FCC. What finally happened, I was told I had 15 drops in 3 weeks and just poor service. I called Armstrong cable the offered almost too good to be true off of 50 mb a month. so I switched. THEN I was informed I had a data cap of a lousy 200mb per billing cycle. Thats like having a race car and 1 gallon of gas..it's useless. I had to cancel my Netflix, about all I can do is read my email for way too much money. We found DSL Extreme who offered 6mb speed no data cap for about 43.00 a month. All we are offered is slow internet because att owns the lines, copper lines on my street. I signed up with DSL Extreme and still do not have an appointment to install it, the installer is ATT!. We really need competition, and the end to community exclusive contracts that prevents other ISP's from competing and running fiber. AT&T pushes Directv instead of investing in fiber, So let someone else invest, bring the cost down and stop the monopolies these Isp's have Open it up to allow all isp's to compete and end the data caps. My complaint is with ISP's with data caps. and monthly cost that exceed the budget of the poor.

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**Ticket: # 777945 - Data Caps**

**Date:** 1/28/2016 10:24:36 AM

**City/State/Zip:** Cumming, Georgia 30040

**Company Complaining About:** Comcast

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## **Description**

Comcast Data Cap is unfair to the consumer and in no way is beneficial. The cap actually limits the consumers ability to not have paid TV service. If you have no paid TV service and rely only on internet and streaming for live TV (news, sports, shows, movies, etc) then you will exceed the data cap in short order. Comcast is doing this only to force customers to by their TV service which at many times is the only one allowed in the area due to contracts Comcast has signed with local governments to give them a monopoly of the area. Additionally they offer speeds on internet service and then give no guarantee of service. So if you purchase 25 mbps and only get 3, they will not do anything for you because you have service. This is why I believe Comcast and other cable companies have monopolies over areas and the data cap they impose to limit competition for their paid TV service is bad for the consumer.

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**Ticket: # 777962 - Violation of Open Internet Policy****Date:** 1/28/2016 10:36:39 AM**City/State/Zip:** Berwick, Maine 03901**Company Complaining About:** Comcast

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**Description**

Comcast has caused many residents throughout the United States to be limited to their internet use. In areas where Comcast is the monopoly and no other internet service is available they have been doing a "trial" to limit the amount of internet that customers may use. Customers such as myself who live in Maine are limited to 300gb per month and must pay extra fees if they go over the allowable 300gb per month. Not only are those residents being overcharged for internet, but Comcast's unlimited data plan which would save money refuses to be allowed in Maine. Under the trial areas that Comcast has limited their internet, customers are allowed an option to purchase the unlimited data package, but those residents in Maine are not allowed. This is unfair treatment by a huge corporation that violates the rights of Open Internet/Net Neutrality. Comcast knows that areas in which they own the monopoly they can do what they please to their poor customers as no other option for internet is available. I ask the FCC to immediately call Comcast to get rid of their data caps, or treat all customers the same and make unlimited data caps available to all.

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**Ticket: # 777981 - Suddenlink Data Cap**

**Date:** 1/28/2016 10:53:33 AM

**City/State/Zip:** Tyler, Texas 76182

**Company Complaining About:** Sudden Link

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**Description**

People think the 300GB data cap that Comcast implemented is unfair, but Sudden link's is even worse at only 250 GB. This is not conducive to an open internet. If they want to meter our usage they should meter it the same way a water or electricity utility is and charge us for the amount used. It's eerie as well that the data caps seem to always be set around the average usage of a cord-cutter (someone who uses the internet for their entertainment needs, foregoing a cable subscription).

This is a conflict of interest, as these companies are trying to use internet data caps to discourage cord-cutting and maintain cable subscription business.

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[Ticket: # 778279 - data cap](#)

**Date:** 1/28/2016 12:30:28 PM

**City/State/Zip:** Blandon, Pennsylvania 19510

**Company Complaining About:** Service Electric Cablevision, Secv.com

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## **Description**

Service Electric has implemented a data cap on home internet which is absolute bs. I have now had to upgrade to their highest tier, which is almost double what i was paying just to stay within their set limit and have to pay their ridiculous overage fee. Their is no way that they, or any company should be allowed to do this. I have also searched for other providers in my area and there is not a single other option for me. Not through cable or dsl and so i am stuck with no option but to pay for their service if i wish to have internet. Not only that i have had to cut back on usage of streaming just to make sure i stay within my limit. Please do something about this ridiculous nonsense these companies are doing. Thank you

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[Ticket: # 778319 - Comcast Data Cap](#)

**Date:** 1/28/2016 12:36:08 PM

**City/State/Zip:** Waskom, Texas 75692

**Company Complaining About:** Comcast

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## **Description**

The data cap Comcast has implemented is ridiculous. There is no reason for a data cap on a hardwired broadband service. It is my belief that they are only doing it so customers will look into paying for more movie channels and stop streaming TV from popular streaming services.

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[Ticket: # 778617 - Comcast data cap](#)

**Date:** 1/28/2016 1:45:08 PM

**City/State/Zip:** Florence, Mississippi 39073

**Company Complaining About:** Comcast

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## **Description**

My family left for the weekend recently but somehow my internet magically went over the data cap with us gone. I've checked all wireless devices attached to my network and do not have any unusual activity. I believe they purposely claim we have gone over because they want to charge for us. The 300GB monthly cap is so low that when using our speed of 105mbps it would only take 47 hours of internet usage a month to go over. They claim it's a fair cap and only affects 5% of customers. But at 47 hours of internet available per month that only gives a household 1.5 hours a day to be online. That is just a rip off and I demand action taken. I've read numerous articles online and seen thousands and thousands of people saying their being ripped off and no way are they reaching their data caps!

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**Ticket: # 779055 - Karma internet failing to follow unlimited rate plan agreement**

**Date:** 1/28/2016 3:46:22 PM

**City/State/Zip:** Lawton, Oklahoma 73505

**Company Complaining About:** Karma Go Neverstop

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## **Description**

I signed up for Karma Go Neverstop internet service on December 9th, 2015, with no data caps, and guaranteed service up to 5mbps. I received and activated the service on December 21st, 2015 and experienced service until December 26th, when service was stopped by the service provider. The service wasn't restored until January 4th. The service was extremely throttled at that point, and then I received an email from Karma Go on January 7th, telling me that they were then going to start throttling my speeds to 1.25mbps. This was done until January 18th, of which I received another email from them stating that they would now raise my speeds up to the agreed service of up to 5mbps, but would now limit me to 15gb per month usage. This was not what I signed up for. I have had very limited service availability as stated above, but yet they then charged me \$35 on January 21st for another month's service, even though they had not completed anywhere near a month's worth of service prior to that. My name is Keith Cathey, and my contact phone number is 580-919-5656. This seems to be a very large customer wide issue, and this is breach of contract.

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**Ticket: # 779674 - Comcast Data Caps****Date:** 1/28/2016 7:03:17 PM**City/State/Zip:** Homestead, Florida 33033**Company Complaining About:** Comcast

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**Description**

I am disturbed by the recent trend Comcast has introduced with home use internet data caps currently 300 gigs with \$10 extra for every \$50 there after. Realize that a current consumers and those with teenagers use a lot of programming like Netflix, and other services for games like PlayStation or XBOX or PC. Computers update regularly and can be several gigs in data each update, Digital games range from 20-50 gigs per game, and within the next couple of years 4K will become a standard for streaming which will increase data usage considerably. Instead of having a fair and open playing field Comcast is skirting net neutrality and basically forcing consumers into using only their (non data capped services) because the regular consumer who is already paying \$70+ just for Internet can't afford to use other services because Comcast is forcing you to pay more if you do.

When you put a Cap on data or create a Data usage plan it is going to hurt not only the consumer but the innovation from other companies who are trying to get your service. Consider that we are moving into an environment where all things are being connected digitally (smart appliances, lights, ac, etc..) every one of those is using data - guess what - if it's not a Comcast service - your going to be paying to turn on your light or any other smart device.

In closing - please don't allow this to happen. I have seen so many people affected adversely from this wanton money grab from Comcast. Please protect innovation and all the companies who rely on digital commerce.

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[Ticket: # 779792 - T-Mobile fraudulent advertising, misrepresentation of service, overbilling of data](#)

**Date:** 1/28/2016 7:54:45 PM

**City/State/Zip:** Stevenson Ranch, California 91381

**Company Complaining About:** T Mobile

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## Description

I have recently provided my mother with a T-Mobile hotspot for her internet as AT&T refuses to install any more DSLAM parts in her home area. T-Mobile advertises broadband as unlimited, and also advertises their binge-on program as unlimited as well, assuming customers accept data caps on video streams. Unfortunately, T-Mobile doesn't honor this unlimited binge on service. After having exceeded her standard high-speed usage on her 'unlimited' data plan, T-Mobile discontinued her Binge-On program and throttled her data usage to speeds of 20kbps down and 140kbps up. T-Mobile buries this information in a way that makes it very easy for elderly people to be misled. Binge on is called 'unlimited,' however only video streams from services like Netflix and Hulu are unlimited. You still use data just to go on to these sites and services, therefore it is completely impossible to use Binge on in an unlimited capacity, even if you were to restrict all other data usage.

Further, if a customer, after having exceeded their data allowance, continues to use data via 2G methods (hence, the unlimited data label), and later adds additional high speed data to their plan, T-Mobile will retroactively consider all previously used 2G data as high speed data, effectively fining the user for high speed data - even if high speed data wasn't actually high speed data being used. On top of this, T-Mobile has made it impossible for me to manage or view my billing plan via their website.

I applaud t-mobile for their efforts to bring more, faster, and better internet options to users with their new band 12, however their advertising is at best misleading and at worst fraudulent and worthy of further investigation.

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[Ticket: # 779954 - Comcast](#)

**Date:** 1/28/2016 9:45:32 PM

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

**Company Complaining About:** Comcast

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### **Description**

After data cap was implemented, our usage magically went up 20%. Meters appear to be are faulty. Comcast is unchecked and taking advantage of customers.

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**Ticket: # 780379 - Faster Speeds for Less Money****Date:** 1/29/2016 10:58:53 AM**City/State/Zip:** Beaumont, Texas 77707**Company Complaining About:** Time Warner

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**Description**

\$63 dollars a month for a measly 20 Mbps connection is to much. By comparison, places like Chattanooga TN where you can get a gigabit (1000 Mbps) connection for relatively the same price, just leads me to believe that the consumers that have no way of choosing a competing service, including myself, are being swindled.

We have foreign countries that have leagues better internet infrastructure than the vast majority of the US does. We are only shooting ourselves in the foot by letting cable companies bottleneck our internet connectivity with there old and bloated business practices. The internet is the future, all business needs the communicative connectivity in order to flourish. Please, do something about the internet situation in our country, and please for the love of god, know that data caps are the worst thing to ever happen to internet by wire communications. Please unlock this countries potential by giving us the tools to do so. Namely, a free and open internet at reasonable cost. Thanks for your consideration.

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**Ticket: # 780925 - Xfinity Data Caps**

**Date:** 1/29/2016 1:50:29 PM

**City/State/Zip:** Memphis, Tennessee 38117

**Company Complaining About:** Comcast

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**Description**

I live in TN, where Xfinity has been testing data caps. I find this practice to go against an open internet. They are most likely implementing this as a selfish act to protect their aging TV service business model and to fight streaming services like Netflix and Hulu. Please take steps to prevent data caps.

The US is already lagging behind world peers in internet speed and practices. We do not need our ISP's to drag their heels making the situation worse. Where I live the only options for residential HS internet is ATT and Xfinity. Both of these companies have data caps in my area, so I do not have an alternative.

To make things worth, Xfinity is said to be rolling out "Stream TV" which is supposed to be their Netflix alternative. I have heard that their streaming service will not count against their data cap, giving them preferential treatment.

Please keep the internet open and neutral for the citizens. Please stop practices like data caps and preferential streaming practices.

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[Ticket: # 781344 - Data Cap](#)

**Date:** 1/29/2016 4:02:20 PM

**City/State/Zip:** Kingman, Arizona 86409

**Company Complaining About:** Sudden Link

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## **Description**

I've been with them for years and they implemented a data cap without my knowledge. I'm hoping there is something I can do to get rid of this.

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[Ticket: # 783013 - Data caps](#)

**Date:** 1/30/2016 5:32:36 PM

**City/State/Zip:** Kingman, Arizona 86409

**Company Complaining About:** Sudden Link

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## **Description**

I'm very displeased at having data caps applied to my suddenlink account, without an warning. I found out by going over my allotted data, rather than being notified via e mail or statement BEFORE applying it.

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**Ticket: # 781894 - Comcast and data caps**

**Date:** 1/29/2016 6:37:05 PM

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

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

I am a current customer of Comcast. I only purchase internet access, and I live in a market where they impose data caps and are they only provider of broadband internet. I will keep this short.

-Data caps limit my entertainment choices. Comcast imposes these caps to force either paying an overage for usage, or buy tv service from them.

-Due to data caps, I can not leverage cloud backup utilities, since comcast counts both up and down stream against the monthly data cap.

-Comcast has a monopoly in many areas, which gives them an unfair and undue power to control the internet, which has become a utility.

Please fix this. Comcast needs stop this unfair policy.

I have spoken with multiple internals at the company regarding this. Their official line is that "we do this to force congress to start taxing the internet more fairly." The real reason seems to be that their cable TV business is quickly eroding.

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[Ticket: # 782074 - FCC has not provided my response from Comcast on my issue](#)

**Date:** 1/29/2016 7:59:14 PM

**City/State/Zip:** Murfreesboro, Tennessee 37128

**Company Complaining About:** Comcast

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### **Description**

Still have not received any correspondence from te FCC about my complaint about Comcast/Xfinity having data caps that are too low regardless of the bandwidth that one pays for. ID for the complaint is 660385. I would like my copy of the response immediately.

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**Ticket: # 782272 - Comcast data caps in Miami****Date:** 1/29/2016 11:10:58 PM**City/State/Zip:** Miami, Florida 33161**Company Complaining About:** Comcast

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**Description**

Comcast recently introduced data caps in the South Florida area back in October 2015. We were the "lucky" candidates chosen to be guinea pigs for their new "unlimited" data plan at an additional rate of \$30 a month. How is it legal for them to even do this considering the net neutrality laws passed by the FCC not too long ago? This seems like a blatant push against open internet. We are now being expected to pay for something that has been free for the past 10 years that I have had high speed cable internet with Comcast. The worst part is I don't even have any alternative options. Comcast holds my area hostage when it comes to high speed internet with their monopolistic stranglehold. Do they not milk enough money out of their consumers as it is with rental fees for cable boxes that cannot be purchased anywhere? Why are they allowed to operate uncontested in any market? With most media and entertainment companies pushing towards a digital future, how is it in anyone's best interest to allow Comcast to begin nickel-and-diming for what is becoming an essential part of our lives? We live in an always connected, always online world. Where software updates and on demand information is becoming more and more common. Why is Comcast being allowed to infringe on our right to information and progress as individuals? Is that what liberty has become in America? Not the right of the people, but of the corporations and their bottom line? Our founding fathers would be so proud.

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**Ticket: # 782315 - Internet Data Cap**

**Date:** 1/30/2016 12:36:33 AM

**City/State/Zip:** Gulfport, Mississippi 39507

**Company Complaining About:** Cable One

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## **Description**

My current internet service provider cable one. Has a data cap on there internet service. This data cap is preventing the growth of my YouTube channel. Due to the fact that I can only upload a video once every couple of weeks in order to not go over the cap. This as I said before is preventing me to grow since I can not stay competitive with other YouTube channel. Whom do not have to deal with a data caps.

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[Ticket: # 782353 - Data cap](#)

**Date:** 1/30/2016 2:30:03 AM

**City/State/Zip:** Paducah, Kentucky 42003

**Company Complaining About:** Comcast

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## **Description**

I believe that the 300gb data cap that comcast has in place is unfair and needs to be stopped. I recently read an article from a top comcast employee that the cap is used for business reasons (more revenue) and not a technical issue. I live in a city where comcast is the only viable choice for high speed internet. If there was any other option I would switch to another isp that does not use a cap. In a household with 2 adults and 2 children, 300gb of data is not adequate. Gaming, streaming video and music are a part of our lives and we are having to turn the modem off and do without for a portion of the month because of this business decision that comcast has put into place. I can pay \$10 for 50gb more data. Why do I have to pay more for data that should not be capped in the first place.

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[Ticket: # 782539 - Data Caps are Bad for Consumers](#)

**Date:** 1/30/2016 11:33:55 AM

**City/State/Zip:** Big Spring, Texas 79720

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink has a data cap that prevents usage of Internet services like Netflix and Amazon Prime. They overcharge for data and then have a lifetime 2 strike with no reset so if you go over twice you are screwed the rest of your life. They also fail to warn you of approaching the limit in a timely manner and imposed the data cap with no warning to customers.

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**Ticket: # 782519 - Comcast Data Cap for Home****Date:** 1/30/2016 11:25:06 AM**City/State/Zip:** Marietta, Georgia 30064**Company Complaining About:** Comcast

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**Description**

I received an e-mail from my ISP (Comcast) today notifying me that I had used 90% of my data cap for the month. This is an absurdly atrocious business practice given both the necessity of internet in 2016, and the lack of choice consumers have when selecting an ISP. When I purchased this house in August 2014 I had exactly two options for high speed internet service providers (AT&T and Comcast). Between the two, only Comcast offered download speeds that would be considered "broadband" by today's standards, less than 18 months later. Comcast both is and acts like a monopoly, and there should be regulations which protect consumers from such actions. Internet usage is not an 'elastic' service, and without competition there must be oversight to disallow any instance of a belligerent business practice.

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[Ticket: # 782565 - Comcast using data caps to prioritize internet traffic.](#)

**Date:** 1/30/2016 11:55:23 AM

**City/State/Zip:** Vine Grove, Kentucky 40175

**Company Complaining About:** Comcast

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## **Description**

I am in an area where Comcast has implemented a data cap. When talking to Comcast representatives about this policy I was informed that if I signed up for the Comcast OnDemand services that the Comcast streaming video would not count against this cap. This seems like a blatant attempt to get around Net Neutrality rules about prioritizing data. The limits also seem to be just low enough to "punish" Netflix streamers as I have consistently gone over the cap with just modest streaming of Netflix. One other practice I do not like related to the data cap is the fact that when approaching the cap pop-ups are injected into my browser. It could be coincidence but so far I have only received these page injection warnings when going to the Netflix website.

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**Ticket: # 782717 - Comcast's unrealistic data cap**

**Date:** 1/30/2016 1:44:04 PM

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

**Company Complaining About:** Comcast

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**Description**

Comcast XFINITY's 300 GB data cap is absolutely unreasonable in 2016. Perhaps that limit was acceptable in 2008 when data caps first started being implemented but the cap hasn't increased along with the average person's internet usage. My fiance and I both rely on internet access in our homes for our jobs. This isn't us streaming movies all day and going over our limit - although if that's how we chose to use our time, that shouldn't matter. But this is now affecting our livelihood.

So why don't we simply switch to another provider? Because there are no other options. Comcast has a monopoly on the market. There's simply no one to switch to. They know that and that's why they can price gouge customers with such a low data cap. The data cap is not in place to reduce congestion or for any other technical or reasonable reason. It is a money grab that Comcast has been allowed to get away without any checks.

If there must be a data limit, it needs to be consistent with the times and be updated annually to remain consistent. The 300 GB cap should be at least doubled to support one household in 2016. This is the basic need of parents working from home or children accessing the tools they need to do their homework. A cap of 300 GB is dated and unrealistic in 2016.

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**Ticket: # 782914 - Comcast Data Caps**

**Date:** 1/30/2016 3:51:59 PM

**City/State/Zip:** Walnut Creek, California 94598

**Company Complaining About:** Comcast

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### **Description**

I strongly oppose the newly implemented "Data Caps" that Comcast has imposed on its customers, for years we have enjoyed no data cap, no limit to our monthly broadband internet usage, and now all of a sudden they are implementing these huge penalty fees etc. I ask that the FCC step in and ban comcast from continuing this practice, lift all data caps, and return to a neutral internet.

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**Ticket: # 783172 - Comcast Data Cap**

**Date:** 1/30/2016 8:31:23 PM

**City/State/Zip:** Miami, Florida 33193

**Company Complaining About:** Comcast

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### **Description**

I would like to complain about the Comcast data cap which went live last year in Miami,FL. While Comcast is simply using this for a simple money grab while making their products data free to dissuade people from cord cutting. It's a same they are doing this. I now have to limit myself from using the internet which is complete nonsense. You are the only organization that can something about this. This is completely against net neutrality and i hope you get enough complaints to make them rethink their strategy

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[Ticket: # 783296 - COMCAST DATA CAP](#)

**Date:** 1/30/2016 10:58:04 PM

**City/State/Zip:** Hollywood, Florida 33020

**Company Complaining About:** Comcast

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## **Description**

Comcast has a data cap !!!! This is insane. Price for comcast is outrageously high and it makes no sense especially when there have been communities (cities) that have much better internet for less price and no data cap. I don't have access to another provider as comcast has exclusivity here.

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[Ticket: # 783355 - Bait and switch in service](#)

**Date:** 1/31/2016 2:01:43 AM

**City/State/Zip:** Fort Lauderdale, Florida 33312-4444

**Company Complaining About:** Comcast

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## **Description**

Signed a contract for two years promising unlimited broadband internet access, but the new data caps fly in the face of that. Poor and unreliable connection, and then the cap seems to fly in the face of unlimited internet. How can they change the contract terms, but we cannot?

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**Ticket: # 783483 - Re: [FCC Complaints] Re: Data Capping**

**Date:** 1/31/2016 11:46:16 AM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #634695 "Data Capping"

Hi-

I never received any communication from Comcast regarding my complaint. I have also already begun to be charged overages. According to Comcast the "vast majority" of their customers will never hit the data cap. Everyone I know already has well before the end of the month. This is ridiculous and a violation of Internet access rights.

Please advise.

Thank you,

(b) (6)

Sent from my iPhone

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[Ticket: # 783529 - Unwanted Usage Cap](#)

**Date:** 1/31/2016 1:03:40 PM

**City/State/Zip:** Loganville, Georgia 30052

**Company Complaining About:** Comcast

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## **Description**

My family of five uses the internet heavily, as so much is moving online instead of through television. The internet has become more and more important, but because of Comcast's "test area" that we reside in, we have to pay extra to use our internet. We did not ask to be part of your market test, Comcast. Data caps are horrid, and it's not like we are charged less if we use under 300GB. Our speeds vary wildly, and we shelled out thousands of dollars to have Comcast put in our own box with a trunk line due to the land we live on. We've already given Comcast tons of money, but our service sucks. Unfortunately, there is no other option because this greedy company has a local monopoly.

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**Ticket: # 783604 - Comcast Data Caps & Billing Scams****Date:** 1/31/2016 2:35:47 PM**City/State/Zip:** Knoxville, Tennessee 37919**Company Complaining About:** Comcast

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**Description**

Well, Comcast finally bit me today. They charged me \$130 in overage fees and then are claiming that I'm renting a modem from them (I provided my own hardware). Another \$10 in a "speed increase" that I did not authorize and they charged me \$15 for a self service setup kit that I didn't buy (I provided my own hardware). All of that on top of my \$50.92 internet service. This is garbage. I try to contact customer service who tell me to basically get lost. I can't use their chat service either as it 404's when I try to use it. They have a monopoly on Knoxville TN. I cannot get any other service provider that is worth anything in my area. They give me 300 gigabyte data cap for an otherwise unlimited service, they then charge me \$10 for any 50 gigabytes I go over after that. The internet cannot run out from usage, that is not how any of this works. As I previously stated I cannot get any other service that is better in my area. I believe AT&T's U-verse is around 30 gigs slower for the "same" download rates and they also have data caps. This is ridiculous, and you the FCC, designed to protect the consumer won't do anything about it. Now after I file this I will be contacted by Comcast in about a week to basically tell me that I need to get bent.

Now, with all of this said I have had blatant data throttling on my account because I am a Netflix customer and use their services to stream television shows. I am perfectly happy with my Netflix services and do not blame them for any of this. Comcast is throttling me because I am not paying for their television services which are priced exorbitantly higher for much less content.

Please, for the love of god stop this.

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**Ticket: # 783684 - Complaint against Comcast Data Caps and Usage-Based Billing****Date:** 1/31/2016 4:25:35 PM**City/State/Zip:** Cordova, Tennessee 38016**Company Complaining About:** Comcast

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**Description**

My name is Adam Chan, and I have Comcast XFINITY Internet. I would like to file a complaint to the FCC regarding the internet data caps imposed by the company, Comcast. From signing, I was unaware that the internet usage was usage-based, and no Comcast representatives told us this information until after the fact (or requested). Moreover, my particular location and account is linked to a "market trial" in which customers are required to be on a data cap. This seems a bit unfair as the Net Neutrality rule seems to be violated. Service and ISP providers should treat all internet traffic equally. The institution of data caps and usage-based billing by Comcast violates this access to free internet. While Comcast does not regulate what I see or do on the internet, it does limit the amount of things that I can do with a data cap. I ask that the FCC look into Comcast's policies and hear my complaint about these data caps and usage-based billing. Thank you for your help.

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**Ticket: # 783705 - Comcast Data Caps****Date:** 1/31/2016 5:31:52 PM**City/State/Zip:** Goose Creek, South Carolina 29445**Company Complaining About:** Comcast

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**Description**

I recently filed a complaint with the BBB in regards to Comcast's data caps in my area. After receiving little satisfaction from the route, I am urging the FCC to put an end to this madness. Comcast claims to me that they are trying to alleviate lower-end users of data of paying the same as those who use more. In no way, shape or form, do I accept any validity to that claim as Comcast has yet to offer any incentives for those using less data, only offering to charge others in the Florida "trial" region for the "unlimited data option." My market did not even get this option.

Secondly, the methods used by the third-party that Comcast has contracted to account for the data utilization, NetForecast, Inc., do not account for TCP resynchronization when there is congestion on the network. When this occurs, and it inevitably does as NetForecast recognizes, Comcast "double dips" on the data usage meter resulting in a higher tabulation presented to the consumer. The technology certainly exists to understand when congestion-induced packet loss requires packet retransmission, yet there is no mention for it being employed. If broadband wishes to be seen as other utilities, then it certainly needs a mechanism to account for this as well as a regulatory body to ensure that there is a standard enforced. Please point me to the regulatory body that guarantees the measurement of data usage when my calculations, which occur at the packet level of my router running DD-WRT, are not in agreement with Comcast.

Lastly, Comcast encourages increased data usage by placing shows online for its consumers to view. Like the "company stores" of mining towns of old, Comcast charges for access then charges again when that access occurs. This is really an attempt to corner the market in video on demand and/or to force customers into buying more expensive packages and leasing additional equipment. Since there are no other options in my area for broadband service, Comcast is certainly enjoying it's monopolistic position.

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**Ticket: # 783710 - Eliminate the monopoly on broadband**

**Date:** 1/31/2016 5:49:53 PM

**City/State/Zip:** Nashville, Tennessee 37203

**Company Complaining About:** Comcast

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## **Description**

Comcast and other major broadband ISPs are implementing data caps, which is bad for everyone. Many sounds arguments have been made regarding this and I will not repeat them. Two things can help.

First, eliminate the restriction that only one business can provide broadband coverage in area, at least as far as Internet is concerned.

Second, regulate Internet consumption like electricity: People should be charged for what they use, not for "plans" and "overages" and the such. Data connectivity has become a basic utility like any other utility, and should be provided, managed, and overseen as such.

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[Ticket: # 783801 - data caps](#)

**Date:** 1/31/2016 7:53:05 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Comcast

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## **Description**

Please do not allow Comcast to put data caps on our internet. It will stifle competition. It will hinder small businesses. Comcast is making millions of dollars in profit already. Most of the people who will be paying more are not wealthy. The internet in this age should be considered a utility. I already pay over \$100 to comcast per month. I have two children who use the internet for homework and to play online games with friends. We can barely afford the amount we pay now! Please Data Caps hurt all of us!! They are just a way for greedy corporate leaders to make more money for the same product.

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[Ticket: # 783907 - Data Caps](#)

**Date:** 1/31/2016 10:00:14 PM

**City/State/Zip:** Parma, Ohio 44129

**Company Complaining About:** Cox

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## **Description**

I do not see how internet data caps are allowed. We have never given caps to television or radio usage. How can internet usage be capped. There is no logical reasoning behind this. When you can buy a server with unlimited data but you cannot have home internet with unlimited data its very sad. Bandwidth is not an issue nor is data. Please stop allowing companies to cap end users.

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[Ticket: # 783975 - Comcast trying to skirt net neutrality](#)

**Date:** 2/1/2016 12:12:37 AM

**City/State/Zip:** Shreveport, Louisiana 71104

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently begun instituting data caps. They are spreading false information that people rarely use 300 gigabytes of data a month, but that's patently false. I've actively tried to reduce my monthly data usage, and comcast is still reporting that I'm using more and more every month.

I feel that Comcast is intentionally trying to skirt net neutrality. Since they cannot throttle competitors like Hulu, Netflix, and other streaming sites, They've started instituting data caps as a way of throttling through a backdoor. The primary customers and parties affected by this data cap are people that stream a lot, through their competitors, and so they are now charging for them doing so. Their competitors are also affected because when customers are charged more, they reduce their streaming habits. My mother-in-law, sister-in-law, and many of my friends have all canceled netflix and dropped youtube usage to avoid data overages, so it's clearly working.

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[Ticket: # 784826 - Monopolization of bandwidth and data overage charges with no sound reasoning](#)

**Date:** 2/1/2016 2:49:13 PM

**City/State/Zip:** Canton, Georgia 30114

**Company Complaining About:** Windstream Communications

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## **Description**

The issue is that the internet service providers in most areas have been forcing customers to move to a "Data management plan" in which the customer is charged exorbitant fees for small parcels of data. It has been widely theorized that this is direct defiance of the recent Net Neutrality loss suffered by internet service providers. In other words, they lost, they're upset, and since they can't gouge the customer the way they wanted to, they've found another way. There are petitions to attempt to get them to repeal these policies, but those petitions will be left to the corporations themselves. The only other option for consumers is to elect to purchase a severely degraded service provider to avoid the data cap, and following the recent trend, those service plans will be a thing of the past in a matter of a few years if not, months.

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[Ticket: # 785130 - Comcast Data Cap](#)

**Date:** 2/1/2016 4:03:22 PM

**City/State/Zip:** Atlanta, Georgia 30305

**Company Complaining About:** Comcast

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### **Description**

Comcast has applied a data cap to my internet service and is charging me for more data.

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**Ticket: # 785207 - Comcast Monopoly allows for insane charges****Date:** 2/1/2016 4:26:29 PM**City/State/Zip:** Tuscaloosa, Alabama 35405**Company Complaining About:** Comcast

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**Description**

Comcast has a monopoly in my area, and AT&T can't /wont give them competition to lower prices. This is a problem all over Tuscaloosa, Al with various companies exploiting different pockets of monopolization. It sucks that not only am I over paying for internet, but for a basic cable package it would run \$120 plus \$10 a box in my house, plus a data cap, oh plus HD isn't stadard, you have to pay for that too. Before you know it, \$120 turns into \$215. That's crazy. Companies should either be forced to give affordable pricing that is reasonable quality OR not be allowed to impose an internet data cap. At the end of the day Comcast is trying to hinder the expansion of Netflix, Hulu, etc. It's been ruled that companies cannot throttle data just because they don't like the site because it hinders these internet streaming companies from being able to compete with cable companies. Why then, is it not illegal to charge me \$35 a month on top of my \$60 internet package to have free access to the internet? At the end of the day it is the aim to disallow residents with Comcast from being able to enjoy streaming services. This is a breech of the Net Neutrality Ruling because it is forcing customers of Comcast to discriminate against such services to prevent the cable services from being up charged. Seriously, we watch our data usage and ration it like it's food because we can't afford to risk an up charge. We are 3 college students who require streaming abilities to access much of our class material anyway, and by imposing the data cap, Comcast is eliminating it's biggest competition: Netflix. It's illegal. It should be stopped.

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[Ticket: # 785422 - Data Cap on Internet](#)

**Date:** 2/1/2016 5:33:53 PM

**City/State/Zip:** New Bern, North Carolina 28560

**Company Complaining About:** Sudden Link

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### **Description**

I work from home on the internet and my ISP has now placed a data cap on my internet usage. Now I have to make the choice of either working or using my internet for movies/games/shopping/research/etc. This is not fair

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**Ticket: # 785293 - COMCAST CRAP**

**Date:** 2/1/2016 4:45:55 PM

**City/State/Zip:** Augusta, Georgia 30904

**Company Complaining About:** Comcast

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## **Description**

Where do i begin? You have already had 1000's of complaints on this stupid data cap crap with this dumb █████ company. The FCC wont do anything about it. This makes the FCC just as bad as comcast. NEVER have i heard of this data cap EVER! This is wrong on so many levels. I thiught the government was for the people? To help tge people? Haha ....the government is for the big guys. Why am i forced to pay a ton of money for a tiny bit of service and the FCC thinks this is ok? Why dont you try and work for the little guys for ONCE! This whole yhing is a joke.... Comcast is getting away with murder and robbing people and lets not forget the dishonesty and repulsiveness of their customer service reps. The FCC and comcast make me sick!

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**Ticket: # 785498 - Data Cap Put in Place - No Prior Notice Recieved, Very low cap**

**Date:** 2/1/2016 5:59:58 PM

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

**Company Complaining About:** Sudden Link

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## **Description**

I live in Kingman, AZ, and I use Suddenlink as my ISP at home. I use my Internet primarily for school, transferring large datasets between my university in Dallas and my home computer. Before signing up with Suddenlink, I explained my situation that I would use alot of data, and that a data cap would inhibit my school work. They assured me that a data cap was not in place in our area, and that there were no plans to institute one at any point in time. This was April 2015. I checked with them again in November, as I heard that they were doing this in other places. They once again assured me that no plans were in place for a data cap.

In January, I noticed on my account that my data usage was being tracked. I saw that I had a cap of 250GB, and that I was 50% toward that cap. No letter or notification was given in previous bills or notices. I called them up and they told me that this was their new policy, and that "the vast majority of people would not exceed that cap". They offer no plans for unlimited access, and their overage allowances are insufficient.

I have, and will, exceed that again due to the datasets I'm downloading. I am not abusing my Internet access.

I'd like to file a complaint against Suddenlink for misleading its customers. I'd also like to file a complaint under the General Misconduct policy. Suddenlink operates as a functional monopoly in our town: they are the only broadband provider, as DSL and others here do not go above 25 Mbps. I cannot switch ISPs for school as they cannot handle my school applications, and I'm looking at high chargers in the future due to this policy they implemented.

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**Ticket: # 785586 - CableOne Data Cap**

**Date:** 2/1/2016 6:31:18 PM

**City/State/Zip:** Boise, Idaho 83704

**Company Complaining About:** Cable One

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**Description**

CableOne's extremely low data caps (300GB) make doing anything on the internet a constant game of "is it worth it". Should I let my kids watch that movie? Do I have enough data? I have to spend every day rationing how much data I consume.

They recently doubled my speed yet did nothing to the data cap. Now, I can run out of data even faster.

Every single technical news outlet has proof that data caps are simply a money grab. I feel it is completely unfair when I have no real choice in ISPs.

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[Ticket: # 785969 - Promised no data cap. Data cap imposed on 1/14/2016](#)

**Date:** 2/1/2016 10:03:31 PM

**City/State/Zip:** Bullhead City, Arizona 86442

**Company Complaining About:** Sudden Link

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## **Description**

Promised no data cap. Data cap imposed on 1/14/2016

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[Ticket: # 785951 - Open Internet/Net Neutrality](#)

**Date:** 2/1/2016 9:40:57 PM

**City/State/Zip:** Hattiesburg, Mississippi 39402

**Company Complaining About:** Comcast

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## **Description**

I just finished grad school and am looking for employment. Out of necessity to save money, I stay home and stream movies while I am looking for /applying for jobs. Thanks to the data caps imposed by Comcast, I am getting charged an extra \$30/month for a total of \$96/month for internet access. I don't understand how Comcast can only impose a data cap on a limited number of markets. I assume that it is "because they can" due to a complete lack of competition in the Hattiesburg market. I live in Hattiesburg and I can't even get access to DSL and even though it is slower, I would jump ship in a minute if it was available.

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[Ticket: # 807405 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:53:59 PM

**City/State/Zip:** Panama City, Florida 32417

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 808450 - XXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:02:11 PM

**City/State/Zip:** Conneaut, Ohio 44030

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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**Ticket: # 787862 - Comcast Data Caps**

**Date:** 2/2/2016 6:16:55 PM

**City/State/Zip:** Elizabethtown, Kentucky 42701

**Company Complaining About:** Comcast

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## **Description**

I am concerned that the Comcast data cap is only applied in certain areas, with overages subject to additional fees. Streaming services like Netflix do result in increased data usage; however, Comcast's own Stream TV streaming service apparently does not count against your data usage. Stream TV is indeed a data stream, as it is also available through other devices like phones and tablets. This appears to me to be an equal access issue.

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**Ticket: # 788315 - Comcast Internet Data Cap**

**Date:** 2/2/2016 10:16:13 PM

**City/State/Zip:** Gallatin, Tennessee 37066

**Company Complaining About:** Comcast

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### **Description**

I do not feel it is right for Comcast to impose a data cap on my internet service from them in the Nashville area. For months the data on my internet was between 30-60gb then all of a sudden for the month on January they claim I used over the 300gb and I would be charged for additional Internet unless I choose to pay a additional fee every month for unlimited internet. This is a SCAM to take advantage of hard working Americans that need internet service and Comcast can find ways to drive prices up. This is bait and switch at its best. In no Comcast communication or advertising that I received when I signed up did they state my internet data would be capped and additional fees would be involved.

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[Ticket: # 788478 - Comcast data cap](#)

**Date:** 2/3/2016 1:49:02 AM

**City/State/Zip:** Nashville, Tennessee 37203

**Company Complaining About:** Comcast

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## **Description**

I am being charged for overages although my data usage meter is broken. I have complained 3x and the overages continue. The data usage is not representative of my actual usage. Comcast has done nothing to help yet offered to waive the data cap for others in my area at no charge.

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**Ticket: # 788493 - on coming changes to cable/netflix options and data caps**

**Date:** 2/3/2016 2:48:45 AM

**City/State/Zip:** Troy, New York 12180

**Company Complaining About:** Time Warner

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## **Description**

I've been reading all over the internet that places such as comcast (whom i do not have) have been in a war with netflix and streaming services regarding placing data caps upon a customers internet usage in order to curb the amount of data that is used ( really the issue is mainly to crush the competition). They can word it any way they want to. But by allowing any internet provider to place data caps upon internet service they pay for in order to deter people from streaming services which crushes competition and cord cutters they are in a sense performing unfair business practices. Since cable tv companies cannot decrease their constant rising prices customers downgrade services, disconnect, seek other options. in order to fight back they are beginning to place data caps on internet usage as a penalty for people that are seeking other options.

This should be an unfair and unlawful practice. In essence they are creating a monopoly and creating practices that destroy other businesses such as netflix. Such as Time Warner working towards renegotiating contracts with hulu to end next day airings of current episodes of shows.

There needs to be more laws in place for fairness. Time Warner is creating their own streaming content and do not want the competition from others so they are putting things in place to destroy a consumers options to find other alternatives.

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**Ticket: # 788523 - Comcast Data Cap**

**Date:** 2/3/2016 8:31:53 AM

**City/State/Zip:** Hallandale Beach, Florida 33009

**Company Complaining About:** Comcast

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## **Description**

As a way of discouraging customers to seek alternate forms of media, information and entertainment, Comcast is imposing a 300 GB / month data cap on my service, and charging \$10/50 GB overages per month. That's outrageous, and deliberate, because cord cutters like me get most of their content via the internet. Two weeks usage of Netflix alone will consume that much bandwidth. This kind of data gouging should be illegal.

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**Ticket: # 788623 - Internet Overage Charges****Date:** 2/3/2016 10:32:31 AM**City/State/Zip:** Marietta, Georgia 30064**Company Complaining About:** Comcast

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**Description**

Hi, I have been a loyal customer of Comcast for 10 or more years. We were told that we would have a data cap on our account of 300gb with 3 "complimentary" overage forgives. We in November of 2015 were told that our DOC 2 Modem that we bought personally was out of date and we needed to have a DOC3. We bought one and installed it in late December 2015. Since then we have been told that we went 140 gbs over our limit in January, and now after 2 days of usage in February that we have used 44gb. There is no way we have used this much. We use our xbox one for everything other than phones which use a data plan. Our xbox says we have used 4 gbs. I am needing someone to hold this company accountable. Came close to going over once about a year ago when my kids were off school and using their tablets to stream Netflix. We only reached 260gbs. Now with people in school and gone for work we come home and there will be 6 to 20 gbs used. This is unacceptable when I pay for the service to start with.

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[Ticket: # 788689 - Data caos](#)

**Date:** 2/3/2016 11:08:13 AM

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

**Company Complaining About:** Sudden Link

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## **Description**

Sudden link data cap

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**Ticket: # 808281 - XXXXXXXX XXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 4:20:02 PM

**City/State/Zip:** Boston, Massachusetts 02128

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

I was really glad when Net Neutrality won last year, but I'm not sure that anyone's following the rules. When looking at the possibility of upgrading to a smart phone I kept running into "data caps" so small that it was clear I'd always be getting slow service outside of favored websites. I said, screw it, and didn't bother to upgrade. Now, thanks to FFTF, I understand what I was up against.

Let me make it clear. I don't care whose content is being carried over the net, there should be NO preferential treatment given. Ever. Not even if it's Verizon or Comcast's own stuff. Net neutrality is for every packet. And data caps are a scam intended to screw more money out of people for less service. If they can provide one app without a cap, they can provide any app without a cap.

So I'll end with FFTF's words. Go after these buggers and make them play right. The rules have already started forcing them into actually investing in infrastructure, and they need to start catching up to the rest of the planet or get out of the game.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 802140 - Data Cap](#)

**Date:** 2/10/2016 11:01:26 AM

**City/State/Zip:** Lakemoor, Illinois 60051

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted a data cap on our line. It is currently "disable" however I disagree with there being a data cap on our home internet, enabled or not.

Please push to have any and all data caps removed from our service and others.

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[Ticket: # 807493 - XXXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:58:45 PM

**City/State/Zip:** San Leandro, California 94577

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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[Ticket: # 808307 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:23:23 PM

**City/State/Zip:** Modesto, California 95350

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807837 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:00:04 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 799201 - Ban zero rating!**

**Date:** 2/8/2016 9:43:06 PM

**City/State/Zip:** Minneapolis, Minnesota 55419

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 789659 - stop data cap](#)

**Date:** 2/3/2016 3:18:43 PM

**City/State/Zip:** Bryan, Texas 77802

**Company Complaining About:** Sudden Link

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## **Description**

I am addressing the concerns of data caps it is slowing down future progress.it boils down corporate greed here in bryan texas .and lack of competition from other providers

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**Ticket: # 789736 - Data caps, throttling**

**Date:** 2/3/2016 3:42:29 PM

**City/State/Zip:** Freeport, Texas 77541

**Company Complaining About:** Yourkarma

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## **Description**

YourKarma initially had a plan that was billed as "...\$50 per month for all the internet you want." the speeds were 5Mbps up and down. Sometime in January. everybody across the board got throttled down to about 1Mbps. Either I never recieved an e-mail or they never announced the throttling. On January 18th an email was sent out stating the changes made to the plan. that took effect 1 hour after they sent the email stating that there was a data cap now for 15GB at full speed and after that they would throttle the internet down to speeds good enough for e-mail and chat (the speed was never mentioned in the e-mail). On the blog post they wrote the throttled speeds would be "around 64-128Kbps."

sources:

<https://blog.yourkarma.com/introducing-neverstop>

<https://blog.yourkarma.com/neverstop-changes>

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**Ticket: # 808461 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 5:03:58 PM

**City/State/Zip:** Brooklyn, New York 11217

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 808462 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:04:05 PM

**City/State/Zip:** Mc Leansville, North Carolina 27301

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 808463 - XXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:04:18 PM

**City/State/Zip:** Houston, Texas 77041

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

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**Ticket: # 790835 - Suddenlink Data Allowance****Date:** 2/3/2016 10:07:34 PM**City/State/Zip:** Kingman, Arizona 86409**Company Complaining About:** Sudden Link

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**Description**

One of the largest Internet Service Providers for the County I live in, Mohave County, Suddenlink, and also my Internet Service Provider, recently implemented a "Data Allowance" on all of its customers. Once customers go over a set allotment of data at their house, their Internet is capped until they pay a \$10 per 50GB fee. I was not notified of this data cap change in service in any form. I learned of it via social media. It is my understanding that I will only be notified by Suddenlink of the implementation of their new "Data Allowance" on my account if I go over the cap in any given month. Prior to this new cap, data consumption was unlimited.

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**Ticket: # 790846 - Data caps from Xfinity**

**Date:** 2/3/2016 10:21:33 PM

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

**Company Complaining About:** Comcast

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## **Description**

I recently was surprised out of the blue by the implementation of Xfinity's Data Cap. I understand controlling abuse; but this data cap affect net neutrality and inhibits alternatives of services by user. Software updates (critical for up keeping security) may easily count against data charges.

Xfinity does not refund low data usage customer, yet charges users who unwarily pass their Cap without any notice. If Comcast want to charge for data then it should become a utility company like electricity.

Most importantly, who monitors this data usage? Who controls the cap limit? If its the Xfinity without an outside comptroller then there is a high potential of fraud, inaccurate charges or abuses against customer.

Enough is enough, internet is a critical part for this country's development. Censoring or limiting it is just another burden against the already steep price US customers pay for something that turned into a necessity instead of a luxury.

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[Ticket: # 808568 - XXXXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:20:29 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 791900 - Internet access charges \(increase\)](#)

**Date:** 2/4/2016 1:37:54 PM

**City/State/Zip:** Coconut Creek, Florida 33073

**Company Complaining About:** Comcast

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## **Description**

Comcast's new 300 GB/mo. data cap and usage fees for internet access (in Broward County), as it relates to fair usage and net neutrality laws. After this 3-month "transitional period" they will begin charging an extra \$10 for every 50 GB of overage, per month.

Suddenly, I am 'using' more data than I have ever used before. I don't know how this happens. Previously, my max use was 192 g in month. Suddenly it is + 300. I am not aware of any increased use.

Also, can they slap this 'cap' on me out of the clear blue sky? We never had a 'cap' before. is this 'Bait & Switch'? I really feel as if 'I have been taken to the cleaners'. (IMHO) Comcast is exercising power leveraging a monopoly position over the Internet Services that I need.

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[Ticket: # 807408 - XXXXXXXXXX XXXXXXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:54:08 PM

**City/State/Zip:** San Francisco, California 94132

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 792058 - Data Cap](#)

**Date:** 2/4/2016 2:04:03 PM

**City/State/Zip:** Lake Worth, Florida 33467

**Company Complaining About:** AT&T

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## **Description**

I'm find Comcast's new 300 GB/mo. data cap and usage fees for internet access, as it relates to fair usage and net neutrality laws unacceptable. Apparently after a 3-month "transitional period" Comcast will begin charging an extra \$10 for every 50 GB of overage, per month.

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[Ticket: # 807409 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:54:13 PM

**City/State/Zip:** Minneapolis, Minnesota 55407

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807410 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:54:14 PM

**City/State/Zip:** New Orleans, Louisiana 70131

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 793536 - Data caps](#)

**Date:** 2/4/2016 11:27:55 PM

**City/State/Zip:** Atlanta, Georgia 30308

**Company Complaining About:** Comcast

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## **Description**

Additional Usage @ \$10/50GB

\$20.00 12/01 - 12/31

1. I did not use over 300GB

2. Comcast should follow the Net Neutrality principles, Data caps are illegal.

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**Ticket: # 793172 - Comcast Data Caps discourage free enterprise and competition**

**Date:** 2/4/2016 7:28:22 PM

**City/State/Zip:** Sunrise, Florida 33351

**Company Complaining About:** Comcast

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## **Description**

Data cap fees imposed by internet service provider's are meant to discourage usage of online services like Hulu, Netflix, HBOGo, etc. Though the 300GB cap may be high for now, in 1 year it will be too low for the majority of consumers since data usage increases dramatically year over year.

The other issue at hand is the concern that these companies, specifically, Comcast will be metering the data usage for their customers. Where will the average consumer find the technical know how or capabilities to see if they really are using as much data as they stand accused by their cable provider? There has already been several incidents where the data metering was incorrectly measured by Comcast.

People are not subscribing to pay TV services like they used to, so in retaliation, Comcast and providers alike who have been losing subscribers on a daily basis, have resorted to charging their customers for what is viewed as excess data usage.

Think of data as water. We consume water and our water utility will send us a bill for the amount of water we used. Comcast in essence is acting like a public utility and therefore should be treated as such. They are now at the point where they are charging like you would charge for traffic on a toll highway. On the toll free highway, you can only fit 3 lanes of cars, but on the toll road, you might have 6 lanes of cars.

Does this make sense. They are ripping people off.

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**Ticket: # 793318 - Bandwidth Cap by Broadband ISP****Date:** 2/4/2016 8:42:34 PM**City/State/Zip:** Eagle, Idaho 83616**Company Complaining About:** Cable One

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**Description**

My broadband provider (Cable One) sets data caps on my internet usage. I used to subscribe internet service at 100Mbps, which is a sufficient speed for my family. However, it came with a monthly cap on data usage of 300GB. With 5 people in my household, multiple mobile devices per family member, and the prevalence of streaming nowadays, the data cap is easily exceeded. Cable One's policy is that if I exceed the data limit 3 times in a year, I'm forced to upgrade my service to a higher speed level, which comes with a larger data cap. As a result I was forced to upgrade my service last December to 150Mbps with 400GB/month data cap, which bumped my monthly bill from \$55 to \$80. My question is that are there any regulations how and should ISPs be imposing data cap on consumers?

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[Ticket: # 807411 - XX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:54:22 PM

**City/State/Zip:** Girard, Ohio 44420

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807412 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:54:27 PM

**City/State/Zip:** Winthrop, Massachusetts 02152

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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**Ticket: # 793543 - Comcast Data Caps on customers****Date:** 2/4/2016 11:39:50 PM**City/State/Zip:** Jonesboro, Georgia 30236**Company Complaining About:** Comcast

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**Description**

Please review Comcast business model. Your agency needs to provide customers some relief from policies that Comcast has enforced on its customers. Let's start with the plan of service I am on with Comcast. The past 1.5 months ago, the agreement provided my household with voice, data, Internet broadband service for a price that would be not I increased for two years. Six or seven months into that agreement they instituted a data cap which was never discussed. The broadband service was planned out at a level that Comcast has never provided that I am paying for. I have had more than 12 service calls to get better thru put for my broadband service level which has never been successfully provided. The wifi service is created has interfered with my wireless service in my home. I am a technophobe or expert on networking, but test I have run indicates that Comcast wifi service has had a negative effect on my router. This service also effected Comcast router to the extent that Comcast own technical staff recommended I change router's. Comcast is charging me \$12 per month for a DVR and \$3 per month for a digital cable converter. Yet 1.7 months at start of service I asked which cable boxes I could purchase, advised that with X1 service only their box would work. My compliant could extend 4 or 5 levels deep which poor customer value, lack of ethics, over charges and lack of any options for me to correct this issue. Don't discuss of business options because I have twice switched service and had issues with cost, service and lack of a corrective measures to force favorable resolution with cable/satellite service companies which are a monopoly. One example Comcast is the sole cable provider in my county (Henry county, GA). Your agency is or should provide customer some relief from these type of robber barons. Either you provide us some relief or everyone ends up getting TV from over the air signals from antennas. I am paying \$184 per month with Comcast and their are 15 countries with better cost and larger broadband service thru put. Help us and more over to allow the market to fix this.

(b) (6)

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**Ticket: # 793597 - Data Caps****Date:** 2/5/2016 12:18:36 AM**City/State/Zip:** Ammon, Idaho 83406**Company Complaining About:** Cable One

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**Description**

Hi,

Data caps have become a money making scam. My current provider does not give me the choice to pick a plan that is less expensive. I am forced to upgrade my internet every time I exceed cableone data caps. I can only pick a 100Mbs speed with 300 GB a month. If I exceed that more than 3 times I then have to upgrade to a 150 Mbs speed with 400GB a month. Then if you exceed that then 200 Mbs and 500 GB download cap. Why can't I get a 50 Mbs speed with more data. Why do we need caps? With the current technology we have we don't over load cableones network. I pay for 100Mbs but rarely receive over 50Mbs. How is it that a company can tell you a lie and get away with it? This is becoming one of the growing issues in the internet provider world today. I asked that the FCC does something to intervene and help those who cannot afford these expensive services. I'm currently a full time student going to a technical college in IT which requires me to download lots of data to get my homework and things done. These internet providers do not need to be making more and more money. They need to give consumers what they want. We do not have enough provider's in America today we have company like Comcast, At&t and cable one who tell us what we need because there is not any competition for them to say other wise. That is one reason T-Mobile is currently giving the American people better cellular rates. The FCC needs to regulate this more, or stop the merging of smaller ISP companies with bigger ones.

Thanks for your time,

**(b) (6)**

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**Ticket: # 793777 - Comcast Data Cap**

**Date:** 2/5/2016 10:16:03 AM

**City/State/Zip:** Gainesville, Georgia 30507

**Company Complaining About:** Comcast

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## **Description**

Comcast has began capping data in my area. I called to inquire about cancellation of services or have them reverse my data caps. They informed my that to cancel I would have to pay my disconnect fee. They also informed me that there is no choice, everyone is now subject to caps whether there was an existing service agreement or not.

Furthermore, I am also not eligible for unlimited service as the plan is not available in my area. For my profession (IT), I have to download large files or attend streaming training sessions regularly. Comcast has set me up to pay them heavy fees in addition to the regular premiums for use on their service. I implore you to take a stand against these data caps. Comcast continually ranks low in customer satisfaction and this is indeed another reason why.

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[Ticket: # 807413 - XXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:54:28 PM

**City/State/Zip:** Conroe, Texas 77305

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 807414 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:54:30 PM

**City/State/Zip:** Biddeford, Maine 04005

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 793915 - Comcast Data caps](#)

**Date:** 2/5/2016 11:35:09 AM

**City/State/Zip:** Elizabethtown, Kentucky 42701

**Company Complaining About:** Comcast

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## **Description**

Comcast nor any company should not be allowed to monopolize entire geographic areas and then raise prices, impose data caps or both. And then lobby to make it illegal for municipalities to enter the market. Comcast has no incentive to improve it's customer service, prices, or technical performance. Do not allow them to do this. Stop the imposition of data caps and allow for market competition.

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[Ticket: # 807415 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:54:35 PM

**City/State/Zip:** Seattle, Washington 98107

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807417 - XXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:54:37 PM

**City/State/Zip:** Boston, Massachusetts 02128

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 794813 - Price and Speed increase without Data Cap increase**

**Date:** 2/5/2016 4:04:12 PM

**City/State/Zip:** Medina, Ohio 44256

**Company Complaining About:** Armstrong

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## **Description**

Armstrong has once again increased the price and speed of all levels of their internet offerings while continuing to maintain an artificially low data cap for no reason than to make more money by selling additional data. Their basic package has doubled in speed and gone up \$5 dollars per month which seems like a good deal. The problem is the data cap has not increased so you are still limited to how much you can use their service before getting charged exorbitant data fees for going over their cap. With my new increased speed of 50 Mbps they will be offering for the basic package and my data cap of 200 GB, I will be able to use my connection at the maximum speed for less than 12 hours before I meet my data cap.

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[Ticket: # 807466 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:57:13 PM

**City/State/Zip:** Fleetwood, Pennsylvania 19522

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 795238 - Comcast - Data Cap Overage Charges**

**Date:** 2/5/2016 6:40:06 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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**Description**

I have continued to receive data cap related charges due to Comcast's unethical business practices.

As a customer, I want a choice in my data consumer - currently, we do not have enough competition in the market and this allows Comcast to impose their will on individuals.

This is unfair and unethical - As a tax payer, it is the right of our government's regulatory commissions to ensure that the will of the people is upheld. It is clear that the policies imposed by Comcast are not in the will of the people and should be reviewed.

I already face extended data charges for using features such as Hulu and Netflix, while Comcast does not charge data usage for their own proprietary service.

If the electric company charged me more for using their own lightbuild than a Phillips lightbuild, this would be considered illegal.

Why is it that we allow Comcast to do the same thing, when they are a utility provider?

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[Ticket: # 795637 - data cap](#)

**Date:** 2/6/2016 12:17:08 AM

**City/State/Zip:** Tupelo, Mississippi 38804

**Company Complaining About:** Comcast

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## **Description**

Comcast has given my family a data cap that was not part of my agreement when I signed up years ago. This cap restricts what I am able to do with my internet connection for fear of going over the cap. I am now forced to choose between letting my children watch videos online or doing critical security updates for my computer.

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[Ticket: # 795460 - Verizon violating net neutrality](#)

**Date:** 2/5/2016 8:38:12 PM

**City/State/Zip:** Seattle, Washington 98102

**Company Complaining About:** Verizon Wireless

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## **Description**

Verizon allows consumers the ability to access their the Verizon video app (Go90) without counting against the user's data cap. This is a direct violation of Net Neutrality which stands for all internet traffic is equal. Now the internet traffic to their own site is free and therefore not equal. There are similar occurrences of this with T-Mobile which allows certain video websites to not count against user's data plans and others.

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**Ticket: # 795510 - Suddenlink internet cap**

**Date:** 2/5/2016 9:36:11 PM

**City/State/Zip:** San Angelo, Texas 76901

**Company Complaining About:** Sudden Link

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## **Description**

I was informed by a recorded message that Suddenlink has implemented a 250gb Internet cap and if you go over you are charged. This is wrong because suddenlink offers the only high speed Internet in San Angelo Tx so you either switch to DSL or deal with it. This is happening because cable is losing customers because of Netflix and Hulu. They will make sure they get paid by implementing data caps. I also don't know if I trust their data usage monitor. I am a single mother that works 80 to 120 hours a week in September. My 16 year old daughter is at school from 7:30 to 3:45 yet it shows the two of us used over a terabyte of data. We don't even download. I have talked to several computer programmers and with one smart tv, 2 desktops barely used, 1 laptop used often and two cell phones that is practically impossible. I have raised my data usage to 500gbs but am now paying more. If I go over 500gbs a month I will be charged 10 dollars for every 50gbs over. This is unethical practice when you monopolize the city.

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[Ticket: # 807547 - XXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:01:37 PM

**City/State/Zip:** Spokane, Washington 99208

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 795697 - Comcast data Caps](#)

**Date:** 2/6/2016 7:10:48 AM

**City/State/Zip:** Rockville, Maryland 20852

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted Data Caps for monthly Internet use. This is designed to discourage people from cutting the cable and using only Internet. For those that have cut the cable cord Comcast offers a streaming service that you would have to pay a monthly fee for and this would not count against your Data Cap. This also discourages people from using Netflix or Hulu etc. since using them counts against your Data Cap. This is a violation of Neutrality by favoring it's own streaming service.

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[Ticket: # 836451 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 3:21:29 AM

**City/State/Zip:** Cocoa, Florida 32926

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808242 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:15:13 PM

**City/State/Zip:** Roseville, California 95747

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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**Ticket: # 796098 - Comcast Data Cap Needs to Be Removed****Date:** 2/6/2016 3:15:58 PM**City/State/Zip:** Bartlett, Florida 38135**Company Complaining About:** Comcast

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**Description**

Comcast recently sent me a letter saying that I have gone over the ridiculously low 300 GB data cap for the month. With the advent of streaming services and many users cutting the cord for cable, this policy seems to be a means to recoup money to line the pockets of the CEOs. Just because Comcast cannot provide a competitive rate in terms of entertainment media does not mean that they can begin to charge extra to those that have found other means to receive entertainment media. Any reasonable network engineer with any real background will know that the statement that Comcast made about user's not reaching the data cap is an absolute lie. To acquire any sort of media after cutting the cord, one clearly has to go to the option of streaming media. With that in mind an average person working 8-5 will be home consuming media for at least 2-5 hours a day. According to Netflix "Each estimate below is per stream:

Low (0.3 GB per hour)

Medium (SD: 0.7 GB per hour)

High (Best video quality, up to 3 GB per hour for HD and 7 GB per hour for Ultra HD)

Auto (Adjusts automatically to deliver the highest possible quality, based on your current Internet connection speed)"

Using the assumption that a user uses the Auto setting and they have a reasonable connection, it is pretty easy to assume they will be pulling at least an average of the "High" quality stream. This leads to in an average watching day of two movies or 4 episodes of a show at least 30 GB of data consumed in one day. A month on average has 30 days. This leads to 30 days/month X 30GB/day = 900GB/month. The folks at Comcast clearly need a lesson in math if they couldn't figure that out.

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**Ticket: # 796177 - Unfair Data Caps****Date:** 2/6/2016 4:11:13 PM**City/State/Zip:** New Springfield, Ohio 44443**Company Complaining About:** Armstrong Cable

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**Description**

Armstrong Cable / Zoom Internet is at it again. I have just received a letter stating that my rates will be increased, and also that my speeds will soon increase, yet the unrealistic data caps imposed by this monopoly service will remain the same. Therefore, I now get the privilege of hitting my data caps even faster, so Armstrong can gouge me for even more money. Yet again, I am being punished for choosing to stream video from online services rather than pay Armstrong's outrageous prices for cable service. Cable subscribers not only get higher data caps, they can enjoy HD programming without impacting their data caps. Streaming HD video uses roughly 3GB per hour. With a 200GB per month data cap, this restricts me to about 2 hours per day of video if I were to use my connection for nothing else. I am being unfairly restricted in my usage simply because I choose to get my content from a competitor. It is time for something to be done about these anti-competitive, arbitrary caps being placed on consumers. Unfortunately, I am still stuck with no other options for internet service other than to completely uproot my family and move into a different provider's market. I need a real solution, not just a passing of the buck.

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**Ticket: # 807404 - XXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 1:53:52 PM

**City/State/Zip:** King Of Prussia, Pennsylvania 19406

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807562 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:02:40 PM

**City/State/Zip:** Simi Valley, California 93065

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807444 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:55:59 PM

**City/State/Zip:** Coeur D Alene, Idaho 83815

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807445 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:56:04 PM

**City/State/Zip:** Lilburn, Georgia 30047

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 796790 - Go90 App by Verizon Wireless is violating FCC's open internet rules.](#)

**Date:** 2/7/2016 1:24:02 PM

**City/State/Zip:** Stony Brook, New York 11790

**Company Complaining About:** Verizon Wireless

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## **Description**

Verizon Wireless has an app called "Go90" which can be found through a simple search on Apple's App Store. Once downloaded, the app (when launched) shows in their terms that streaming of all videos within the app would not count towards the data cap ONLY if the user is on a Verizon Wireless LTE connection (effective February 4, 2016 if I remember correctly). This clearly violates the rules of Open Internet and should not be a service available for free only to certain people. Videos in the app include sports videos, live music performances, videos by companies like BuzzFeed, etc.

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[Ticket: # 807647 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:07:27 PM

**City/State/Zip:** Washington, Indiana 47501

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 796864 - Data Caps](#)

**Date:** 2/7/2016 3:42:19 PM

**City/State/Zip:** Woodstock, Georgia 30189

**Company Complaining About:** Comcast

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## **Description**

Comcast is, in my opinion, breaking the Law on net neutrality. How can they implement data caps that affect other streaming services but not their own? It stinks and the consumer is getting skewered yet again with Data caps AND because of the Laws that keep competition out of my neighborhood. We have ONE CHOICE for high speed internet (thanks to Congress) and that is Comcast so all we can do is complain and expect the Government to force Comcast to be fair. Force them to stop Data caps that are not applied to their own products but do apply to everyone else (Netflix, etc.)

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[Ticket: # 796898 - Comcast Data Usage](#)

**Date:** 2/7/2016 4:42:17 PM

**City/State/Zip:** Murfreesboro, Tennessee 37128

**Company Complaining About:** Comcast

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## **Description**

Comcast is apart of an oligarchy in Murfreesboro, TN with AT&T U-verse leaving consumers very little options to choose from. Because of this, comcast is permitted the opportunity to impose unnecessary fee's and rates on the residence of Rutherford County in the form Data Caps. These caps are completely unnecessary due to the fixed cost of a high bandwidth user compared to a "light" user. This is imposing high costs for a service that is no longer seen as a luxury but more of a utility for every day life in the information era.

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**Ticket: # 808243 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 4:15:16 PM

**City/State/Zip:** Seattle, Washington 98107

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

AT&T charge me a premium for "Unlimited Data", but when I reach a certain amount, they act like it's something of tangible allotment, and THROTTLE my internet speed down.

As if that's not bad enough, now COMCAST is implementing data caps throughout the country and it's only a matter of time before they reach me in Seattle. How does that NOT break the rules and spirit of Net Neutrality? Please explain to me how this is ok.

ESPECIALLY when they are planning to implement a streaming service that doesn't count towards your data cap!!! It's like a work around for "high speed" lanes and it must be stopped and nipped in the bud! It's obvious they are bitter about things like Netflix and are using methods that strong arm consumers into giving them their business. It's an outrage, and though many people wont file a complaint like I am because they are very busy people and have straight lost hope for the future of our internet, everyone is talking about it and looking at the FCC and shaking their heads because you aren't doing anything about it.

Comcast has even said that data caps have nothing to do with bandwidth or overloading their network.

Please regulate on these companies for practicing shady tactics that are paid for on the hands of the consumer for clearly no other means than corporate gain.

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 807475 - XXXXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:57:46 PM

**City/State/Zip:** Pacific Grove, California 93950

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 797073 - T-Mobile Binge On**

**Date:** 2/7/2016 11:06:34 PM

**City/State/Zip:** Northport, Alabama 35473

**Company Complaining About:** T Mobile

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**Description**

Please address T-Mobile's Binge On service as it causes severe technical issues for some streaming services.

Recently, I've had constant stuttering / buffering issues while trying to view videos on YouTube to the point that the YouTube service was not usable. After discovering that YouTube plays fine when I use the VPN on my phone, I was able to determine that T-Mobile's network was to blame.

After a lengthy troubleshooting process, I discovered that the issues were stemming from Binge On being enabled on my account. Once disabling Binge On, YouTube plays without issue.

Also, technical issues aside, I feel that Binge On is an abuse of power that has the possibility of killing off services that aren't partnered with T-Mobile. Folks that do not have an unlimited data plan such as myself may not use services that will count against their data cap for fear of going over their limit, which stifles competition among competing services.

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**Ticket: # 797224 - Comcast/Data Caps**

**Date:** 2/8/2016 9:41:03 AM

**City/State/Zip:** Kittery, Maine 03904

**Company Complaining About:** Comcast

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## **Description**

As an internet user the concept of a Data Cap is tantamount to actively restricting internet access. I am a paying customer of Comcast, by need not by choice, to provide me with both recreational internet and internet to conduct the necessary functions of my home and life. Using a Data Cap is adding an extra barrier to my access of the internet. When I hit the cap for the month I am then forced to make a decision whether or not to use the internet in my home for which I already pay a set amount a month for access. A Data Cap restricts my access to the internet and prevents it's fair use on a daily basis. Over charges for extra data are an inhibitor for my using of the internet. If I were to incur a penalty each month for usage, I would be priced out of Internet access completely. Meanwhile, this same compay uses my wireless router as an access point to FREE Wi-Fi for other customers who happen to be close to my house.

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[Ticket: # 808464 - XXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:04:24 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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(b) (6)

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[Ticket: # 807520 - XXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:00:18 PM

**City/State/Zip:** Houston, Texas 77058

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808335 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:28:28 PM

**City/State/Zip:** Loganville, Georgia 30052

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807521 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:00:21 PM

**City/State/Zip:** Albuquerque, New Mexico 87199

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807522 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:00:28 PM

**City/State/Zip:** Atlanta, Georgia 30306

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807523 - XXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:00:31 PM

**City/State/Zip:** Mound House, Nevada 89706

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807625 - XXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:06:01 PM

**City/State/Zip:** Denver, Colorado 80222

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808481 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:06:01 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 804715 - Comcast Business Practices Connectivity****Date:** 2/11/2016 12:28:10 PM**City/State/Zip:** Cumming, Georgia 30041**Company Complaining About:** Comcast

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**Description**

The service from Comcast has gotten to a point where I feel the need to file this complaint. We experience very high latency on a daily basis, difficulty connecting to common websites, and are being charged additional amounts for overages because we are in a "test" market for data caps. I have been told by a representative of Comcast that our data cap is affected by the use of "on-demand" services as well. Whether or not that is true I don't know but the more important question is why is the "test" going for 2 years and why not everyone. Comcast has basically made an additional charge for using Netflix, Amazon, YouTube, etc, etc... When I already pay for their TV service as well! To make matters worse we were gone for two weeks on vacation and we checked our usage and there was 120 GB's worth of data used while we were out of town on a very secure network. To make my additional \$80 a month usage fees worse due to the unreliability of the network files have to be downloaded more than once. If I had an option that came close to the speed of the Comcast network here I would have already switched to them.

Customer service has always been respectful and nice during our interactions my issue is higher up chain.

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[Ticket: # 798662 - data caps on broadband internet](#)

**Date:** 2/8/2016 5:39:31 PM

**City/State/Zip:** Toledo, Ohio 43611

**Company Complaining About:** Buckeye Cable

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## **Description**

My roomates and I are running out of our data cap so I went looking to find another broadband ISP. The only one that delivers is Buckeye Cable. They have a monopoly and are using it to ploy schemes using data caps. If one of us decides to download a game it could cost another \$10 making it so that you have to basically pay to use parts of the internet. Buckeye should not be allowed to have a data cap.

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[Ticket: # 808244 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:15:20 PM

**City/State/Zip:** New Carlisle, Ohio 45344

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807836 - XXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:00:02 PM

**City/State/Zip:** Las Vegas, Nevada 89113

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 798909 - Data Cap by Sudden Link at Mohave County with No Formal Notice**

**Date:** 2/8/2016 7:07:07 PM

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

**Company Complaining About:** Sudden Link

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## **Description**

I, and many friends in Kingman, have received information from Sudden Link via pop up that we have used up 80% of our data limit and we did not even know that Sudden Link adopted a data cap policy. I think this is poor business ethics on their part. They should have sent out letters to customers to notify them that they will have to abide by data limits.

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[Ticket: # 807839 - XXXXX XXXXXXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:00:10 PM

**City/State/Zip:** Baltimore, Maryland 21214

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 807838 - XXX XXXXXXXXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:00:06 PM

**City/State/Zip:** Terrebonne, Oregon 97760

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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Dr. (b) (6)

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**Ticket: # 799278 - Ban zero rating!**

**Date:** 2/8/2016 10:42:23 PM

**City/State/Zip:** Roslindale, Massachusetts 02131

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

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(b) (6)

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**Ticket: # 799336 - Ban zero rating!**

**Date:** 2/8/2016 11:50:29 PM

**City/State/Zip:** Boca Raton, Florida 33487

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

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(b) (6)

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**Ticket: # 799349 - Ban zero rating!**

**Date:** 2/9/2016 12:12:36 AM

**City/State/Zip:** Austin, Texas 78729

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 808245 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:15:21 PM

**City/State/Zip:** Cincinnati, Ohio 45219

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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(b) (6)

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[Ticket: # 807840 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:00:13 PM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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**Ticket: # 1020430 - XXXXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 4:02:32 PM

**City/State/Zip:** Cedar Rapids, Iowa 52402

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Net neutrality must remain free, fair and open to all, not just a few large companies who want to regulate what customers can and cannot do on the internet.

(b) (6)

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**Ticket: # 800039 - Data Caps violate net neutrality**

**Date:** 2/9/2016 12:44:26 PM

**City/State/Zip:** Parkersburg, West Virginia 26104

**Company Complaining About:** Sudden Link

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## **Description**

Implementing data caps goes against the openness of the internet and shouldn't neither be acceptable or legal. I can see warning users in the top fraction of a percentage, but to immediately impose overages on the entire user base when most have no other alternative for high-speed internet access is atrocious.

Also the term Data Cap is completely false. It doesn't stop, or cap, anyone at an amount, but instead allows them to go over so the ISP can charge more.

I'm tired of telling my wife and kids that they can't consume media online or access online videos for educational purposes because we're going to get charged more for using a service that for years was a flat monthly rate.

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[Ticket: # 804088 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/10/2016 10:07:02 PM

**City/State/Zip:** Gettysburg, Pennsylvania 17325

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807861 - XX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:01:32 PM

**City/State/Zip:** Cincinnati, Ohio 45227

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807876 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:02:20 PM

**City/State/Zip:** Santa Rosa, California 95407

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 807878 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:02:27 PM

**City/State/Zip:** Inverness, California 94937

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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**Ticket: # 807975 - XXXXX X's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:08:49 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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We need to rein in these monopolistic service providers and support an open internet. Thank you for your consideration.

(b) (6)

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[Ticket: # 807951 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:05:58 PM

**City/State/Zip:** Oakland, California 94606

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808265 - XXXX XXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:17:48 PM

**City/State/Zip:** Denver, Colorado 80219

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

In 2015, last year, the FCC passed the Open Internet Order, which bans internet service providers from giving preferential treatment to some internet traffic over other traffic, meaning that Comcast can't deliberately slow down, say, Netflix streaming video while giving its own services a boost.

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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overall, and especially “cord-cutting” by users who’d rather give up their expensive cable TV packages and watch online.

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[Ticket: # 808268 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:18:45 PM

**City/State/Zip:** Metairie, Louisiana 70001

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808269 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:18:46 PM

**City/State/Zip:** Lake Forest, California 92630

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 801327 - Data caps in Charleston SC**

**Date:** 2/9/2016 6:47:45 PM

**City/State/Zip:** Charleston, South Carolina 29407

**Company Complaining About:** Comcast

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## **Description**

I've lost count of how many complaints I've made at this point. My city is part of a "test" program that's gone on for YEARS at this point. We have a 300gb home data cap. Any additional data is charged at an insane rate. After years of complaining both to Comcast and to the FCC they finally have a solution, albeit a pretty shady one. I can have my unlimited data again (a service other cities and customers enjoy to this day) but I will have my bill go from 67\$ to 120\$.

After years of not being able to use the internet the way I want to use it, this is simply infuriating. I use it to create, stream, upload etc. And never once did I think I'd have a home data cap. The way my city has been treated isn't fair and Comcast isn't going to stop it without FCC intervention. They have a virtual monopoly in this area. I guess what I'm trying to say is ██████ Comcast and please do something about this.

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[Ticket: # 835759 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/26/2016 6:15:39 PM

**City/State/Zip:** Mesa, Arizona 85212

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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[Ticket: # 801806 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/9/2016 11:48:10 PM

**City/State/Zip:** Cambridge, Wisconsin 53523

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 801800 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/9/2016 11:41:07 PM

**City/State/Zip:** Cambridge, Wisconsin 53523

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 801801 - XXXXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/9/2016 11:42:55 PM

**City/State/Zip:** Raleigh, North Carolina 27613

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

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(b) (6)

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[Ticket: # 801802 - XXXXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/9/2016 11:44:01 PM

**City/State/Zip:** Raleigh, North Carolina 27613

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808162 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:04:23 PM

**City/State/Zip:** Clermont, Florida 34711

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 801926 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/10/2016 5:39:38 AM

**City/State/Zip:** Cottontown, Tennessee 37048

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 801944 - DATA CAP**

**Date:** 2/10/2016 7:03:32 AM

**City/State/Zip:** Huntsville, Alabama 35803-1726

**Company Complaining About:** Comcast

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**Description**

COMCAST HAS DATA CAPS THAT FORCE YOU TO BUY MORE DATA WITHOUT THE OPTION OF TURNING OFF THE DATA TO AVOID THE OVERAGE. THEY ALSO REFUSE TO ALLOW YOU TO PAY LESS WHEN THE USAGE IS LESS. THEY HAVE A MONOPOLY IN OUR AREA WITH LITTLE TO NO COMPETITION AT MY ADDRESS. HOW IS THIS FAIR CONSUMER PRACTICES?

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[Ticket: # 1022509 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/7/2016 12:11:02 PM

**City/State/Zip:** Findlay, Ohio 45840

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 808297 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:21:26 PM

**City/State/Zip:** Capron, Illinois 61012

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

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(b) (6)

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**Ticket: # 808201 - XXXXXXXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 4:09:13 PM

**City/State/Zip:** Saline, Michigan 48176

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 808257 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:16:36 PM

**City/State/Zip:** Ojai, California 93023

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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[Ticket: # 808299 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:21:38 PM

**City/State/Zip:** Greensboro, North Carolina 27409

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808271 - XXXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:18:50 PM

**City/State/Zip:** New York, New York 10025

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808449 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:02:10 PM

**City/State/Zip:** Mebane, North Carolina 27302

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 802566 - Comcast Data cap](#)

**Date:** 2/10/2016 1:18:30 PM

**City/State/Zip:** Denver, Colorado 80218

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out data caps on home internet. I am firmly against this policy and believe it will cause the USA to lag behind other countries' technology. It is pretty clear they are trying to combat online streaming services. I believe that Comcast holds many local monopolies and should be dissolved and should become a common carrier.

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[Ticket: # 808272 - XXXXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:19:04 PM

**City/State/Zip:** San Diego, California 92122

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 808308 - XXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:23:29 PM

**City/State/Zip:** Southbury, Connecticut 06488

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 802997 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/10/2016 3:03:14 PM

**City/State/Zip:** Cathedral City, California 92234

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808283 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:20:07 PM

**City/State/Zip:** Pulaski, Virginia 24301

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 803343 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/10/2016 4:34:08 PM

**City/State/Zip:** Syracuse, New York 13212

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808309 - XXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:23:34 PM

**City/State/Zip:** Manton, Michigan 49663

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808286 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:20:42 PM

**City/State/Zip:** Westerville, Ohio 43082

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808443 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:01:24 PM

**City/State/Zip:** Bartlesville, Oklahoma 74006

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808444 - XXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:01:28 PM

**City/State/Zip:** Palm Coast, Florida 32164

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808531 - XXXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:14:45 PM

**City/State/Zip:** Parrish, Florida 34219

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 808336 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:28:37 PM

**City/State/Zip:** Sedona, Arizona 86351

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808445 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:01:32 PM

**City/State/Zip:** Rancho Cucamonga, California 91737

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 803743 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/10/2016 6:37:57 PM

**City/State/Zip:** Hendersonville, Tennessee 37075

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808446 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:01:38 PM

**City/State/Zip:** Des Plaines, Illinois 60016

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 803897 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/10/2016 7:55:57 PM

**City/State/Zip:** Social Circle, Georgia 30025

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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[Ticket: # 808447 - XXXXX XXXXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:01:43 PM

**City/State/Zip:** Hawthorne, Florida 32640

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838017 - XXXXXX X's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:39:25 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 804098 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/10/2016 10:14:41 PM

**City/State/Zip:** Urbana, Illinois 61801

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 809462 - Data caps](#)

**Date:** 2/13/2016 11:51:04 AM

**City/State/Zip:** Atlanta, Georgia 30308

**Company Complaining About:** Comcast

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## **Description**

Additional Usage @ \$10/50GB

\$20.00 12/01 - 12/31

1. I did not use over 300GB

2. Comcast should follow the Net Neutrality principles, Data caps are illegal.

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[Ticket: # 1020431 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 4:02:39 PM

**City/State/Zip:** Sayville, New York 11782

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 808482 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:06:12 PM

**City/State/Zip:** Arbyrd, Missouri 63821

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 808497 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:09:10 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 804624 - Comcast Internet Data Cap](#)

**Date:** 2/11/2016 11:52:13 AM

**City/State/Zip:** Milton, Georgia 30004

**Company Complaining About:** Comcast

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### **Description**

Comcast is monopolizing on being the only high speed internet in our area by instituting a data cap that unfairly targets our ability to stream movies and locks us into their TV service

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[Ticket: # 804646 - XXXX XXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/11/2016 12:01:25 PM

**City/State/Zip:** Corning, Kansas 66417

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808516 - XXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:11:36 PM

**City/State/Zip:** Londonderry, New Hampshire 03053

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808517 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:12:18 PM

**City/State/Zip:** Santa Ana, California 92701

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 805142 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/11/2016 2:41:14 PM

**City/State/Zip:** Rockton, Illinois 61072

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 838069 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 7:09:52 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 805912 - Comcast Data Caps**

**Date:** 2/11/2016 6:02:20 PM

**City/State/Zip:** Buford, Georgia 30519

**Company Complaining About:** Comcast

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**Description**

My family is subscribed to Comcast's highspeed internet and every month we have to stop using the internet around 3-4 days before the end of the month as we only have 2-3GB of data left.

Almost all of our data goes to streaming educational shows for our son who is in preschool. Right now we are being forced to either stop using the internet which we pay for every month, or pay overage fees.

Comcast has also come up with a new plan to pay an additional 30\$ more for unlimited data. This just goes to show that they are only using the data caps for more money in their pocket as if they can offer it for unlimited internet if you pay, obviously there isn't a data usage problem.

This needs to be stopped. It is out of the hands of the individual and up to you. I live in an area where I cannot change to any other internet service that doesn't have a cap or enforce it. Comcast has the absolute monopoly on my area and they know it and refuse to remove the data cap. This is a very common issue I hear among my neighbors with kids as well.

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[Ticket: # 806081 - XXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/11/2016 6:58:31 PM

**City/State/Zip:** Olympia, Washington 98516

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 806431 - What is this data cap?](#)

**Date:** 2/11/2016 10:12:57 PM

**City/State/Zip:** Chickamauga, Georgia 30707

**Company Complaining About:** Comcast

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## **Description**

Listen, what is the whole point in xfinity data capping the data usage? It's not American. Honestly, I believe Xfinity should drop off the earth. What are they doing? If I wanted a limit I would switch to BellSouth DSL. I would like to download my files & watch my netflix without the extra bullcrap.

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[Ticket: # 806508 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/11/2016 11:38:45 PM

**City/State/Zip:** Mesa, Arizona 85212

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808183 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:06:32 PM

**City/State/Zip:** Mckinney, Texas 75070

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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**Ticket: # 806734 - Comcast Data Cap**

**Date:** 2/12/2016 10:36:03 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast recently rolled out a data cap in my market, and I believe one other, as a test, because they know they can't do it nationally. It's a lightly-veiled attempt to prevent cable cord cutting, as they continually raise monopolistic prices to ridiculous levels and customers look for other options. I consistently have issues with my service, and I pay almost \$300/month for Comcast internet, TV, and phone, and then they add this garbage cap on top of it to prevent me from cutting cable due to their ridiculous prices, as they are the only cable internet provider serving my area. This is a clear violation of Net Neutrality, and the FCC MUST ACT.

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**Ticket: # 1022506 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 12:10:35 PM

**City/State/Zip:** Springfield, Missouri 65807

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 807054 - WTF?!**

**Date:** 2/12/2016 12:23:12 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15216

**Company Complaining About:** Verizon

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## **Description**

Why is the FCC NOT doing anything about these ISP's and their price gouging? Allowing Comcast, Verizon, CenturyLink etc to establish arbitrary data caps and zero ratings on their own streaming services is anti-competitive and harmful to consumers. The lack of true competition is obnoxious and the FCC simply looks the other way. Are you being paid off to do so? It sure seems like it. Please GROW A PAIR and crack down on these practices! It is about time the USA catches up with the rest of the modern world and have true competition in this area. Go read Techdirt fer cryin' out loud and get a clue!

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[Ticket: # 807064 - Xfinity/Comcast Data Cap Abuse](#)

**Date:** 2/12/2016 12:26:25 PM

**City/State/Zip:** Shreveport, Louisiana 71104

**Company Complaining About:** Comcast

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## **Description**

I would like to join the thousands that have come out against the recently added data caps by Xfinity. With technology shifting increasingly to internet based services and in light of the positive social implications that an open and accessible internet provides for learning and connection. I stand in opposition to data caps by ISP's.

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[Ticket: # 807454 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:56:37 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73120

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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(b) (6)

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[Ticket: # 807455 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:56:40 PM

**City/State/Zip:** Hallandale Beach, Florida 33009

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807585 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:03:49 PM

**City/State/Zip:** La Mesa, California 91941

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807586 - XXXXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:03:49 PM

**City/State/Zip:** Land O Lakes, Florida 34639

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 807587 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:03:52 PM

**City/State/Zip:** Las Vegas, Nevada 89113

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807588 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:03:55 PM

**City/State/Zip:** Cary, North Carolina 27513

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 807456 - XXXX XXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:56:44 PM

**City/State/Zip:** Swarthmore, Pennsylvania 19081

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 807473 - XXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:57:43 PM

**City/State/Zip:** College Grove, Tennessee 37046

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807474 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:57:44 PM

**City/State/Zip:** Tampa, Florida 33610

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807525 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:00:34 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807446 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:56:13 PM

**City/State/Zip:** Shaftsbury, Vermont 05262

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807589 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:00 PM

**City/State/Zip:** Fenton, Michigan 48430

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807388 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:52:26 PM

**City/State/Zip:** Calumet Park, Illinois 60827

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807390 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:52:36 PM

**City/State/Zip:** Terre Haute, Indiana 47807

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807449 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:56:25 PM

**City/State/Zip:** Lebanon, Connecticut 06249

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807451 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:56:30 PM

**City/State/Zip:** Valley Village, California 91607

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807443 - XXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:55:58 PM

**City/State/Zip:** Baltimore, Maryland 21214

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807459 - XXXXXXX X's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:56:47 PM

**City/State/Zip:** Branford, Connecticut 06405

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807477 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:57:55 PM

**City/State/Zip:** Palatine, Illinois 60074

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807478 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:58:00 PM

**City/State/Zip:** Machesney Park, Illinois 61115

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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[Ticket: # 807479 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:58:02 PM

**City/State/Zip:** Danville, California 94506

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807486 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:58:20 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807489 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:58:28 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807490 - XXXXX XXXXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:58:30 PM

**City/State/Zip:** San Jose, California 95136

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 807491 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 1:58:38 PM

**City/State/Zip:** Herriman, Utah 84096

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 807511 - Comcast Data Cap on Home Users**

**Date:** 2/12/2016 1:59:45 PM

**City/State/Zip:** Houma, Louisiana 70364

**Company Complaining About:** Comcast

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### **Description**

Comcast has added a data cap of 300gb per month to our home broadband service. This was not in the original contract. It is clearly targeted at stoping people from using online video streaming services. Eg. Netflix, Hulu, HBO Now... This is denying open internet by circumnavigating throttling.

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[Ticket: # 807514 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:00:01 PM

**City/State/Zip:** Portland, Maine 04103

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807515 - XXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:00:04 PM

**City/State/Zip:** Washington, District Of Columbia 20007

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 807517 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:00:07 PM

**City/State/Zip:** El Paso, Texas 79906

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**Ticket: # 807519 - XXXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:00:16 PM

**City/State/Zip:** Sparta, New Jersey 07871

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807620 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:05:46 PM

**City/State/Zip:** Denver, Colorado 80231

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807621 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:05:46 PM

**City/State/Zip:** Sonoma, California 95476

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807622 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:05:53 PM

**City/State/Zip:** Austin, Texas 78729

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807623 - XXXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:05:55 PM

**City/State/Zip:** Trenton, Michigan 48183

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807624 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:05:58 PM

**City/State/Zip:** Menlo Park, California 94025

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807627 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:06:11 PM

**City/State/Zip:** Lithia Springs, Georgia 30122

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807895 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:03:20 PM

**City/State/Zip:** Lake Oswego, Oregon 97034

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807892 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:03:11 PM

**City/State/Zip:** Ridgefield, Connecticut 06877

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807893 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:03:17 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 807894 - XXXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:03:20 PM

**City/State/Zip:** Fowlerville, Michigan 48836

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807896 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:03:23 PM

**City/State/Zip:** Red Lion, Pennsylvania 17356

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807887 - XXXXXXXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:02:59 PM

**City/State/Zip:** Lafayette, Indiana 47905

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807888 - XXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:03:02 PM

**City/State/Zip:** San Bernardino, California 92410

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807942 - XXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:05:31 PM

**City/State/Zip:** New York, New York 10024

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807944 - XXXXXX XXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:05:33 PM

**City/State/Zip:** Port Townsend, Washington 98368

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807946 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:05:48 PM

**City/State/Zip:** Davis, California 95616

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807949 - XXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:05:55 PM

**City/State/Zip:** Hampton, New Jersey 08827

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807970 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:08:26 PM

**City/State/Zip:** Denver, Colorado 80210

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807971 - XXXXXXXX XXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:08:34 PM

**City/State/Zip:** Suffolk, Virginia 23434

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807973 - XXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:08:39 PM

**City/State/Zip:** Davenport, Iowa 52804

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807974 - XXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:08:45 PM

**City/State/Zip:** Apex, North Carolina 27539

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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(b) (6)

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[Ticket: # 808128 - XXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:00:50 PM

**City/State/Zip:** Netcong, New Jersey 07857

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808150 - XX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:03:24 PM

**City/State/Zip:** Austin, Texas 78758

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808129 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:00:53 PM

**City/State/Zip:** Springfield, Massachusetts 01108

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 808112 - Data Capping and Net Neutrality****Date:** 2/12/2016 3:57:58 PM**City/State/Zip:** Miami, Florida 33174**Company Complaining About:** Comcast

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**Description**

Comcast and AT&T have begun data capping their home internet services. Data capping has been proven time and time again that it does not costs money to provide internet, but rather providing connection speeds and broadband. Data capping should be illegal considering it takes away open access to the internet for millions of people. For instance, I take classes online and with data capping, it does not allow me to use the data to complete my classwork for each month because school takes up a lot of data. My boyfriend also works in the app development industry, and he needs to use the internet all day in order to create his applications and promote his business. Data capping is a way of providing slow lanes to those who can't pay up. The CEO of Comcast compares Data-Capping to a utility bill, and that the more you use it, the more it costs, with "fairness in mind". However, if I use no water, I have no water bill, yet if I use no internet, they still charge me their prices, even if I use none of my data. It also cannot be compared to a utility bill because data is not a finite source that is burned out such as natural resources and oil. Data is constantly available, and does not cost money to provide data.

Keeping these things in mind, please call an end and prohibit data-capping to home internet users and phone service providers.

With regards,

(b) (6)

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[Ticket: # 808124 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:00:02 PM

**City/State/Zip:** Chesapeake, Virginia 23325

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808132 - X XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:01:06 PM

**City/State/Zip:** Chicago, Illinois 60613

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808142 - XXXXXX XXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:02:00 PM

**City/State/Zip:** South Lake Tahoe, California 96150

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808153 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:03:39 PM

**City/State/Zip:** Southfield, Michigan 48075

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808186 - XXX XXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:06:40 PM

**City/State/Zip:** Woodbridge, Virginia 22192

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808190 - XXXXXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:07:40 PM

**City/State/Zip:** Long Beach, Indiana 46360

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

The internet is a valuable resource for all, please don't let the greed of giant corporations ruin a fantastic tool for the common people.

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 808195 - XXXXXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:07:58 PM

**City/State/Zip:** Maitland, Florida 32751

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808216 - XXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:12:04 PM

**City/State/Zip:** Grand Rapids, Michigan 49503

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808226 - XXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:13:02 PM

**City/State/Zip:** Letts, Iowa 52754

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808219 - XXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:12:15 PM

**City/State/Zip:** Dallas, Texas 75208

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808221 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:12:20 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808225 - XXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:12:55 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808228 - XXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:13:07 PM

**City/State/Zip:** Houston, Texas 77024

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808230 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:13:58 PM

**City/State/Zip:** Indianapolis, Indiana 46226

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808241 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:15:07 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Please reject the backdoor approach network companies are using to prefer some traffic over others by exempting it from data usage limits.

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 808251 - XXXXXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:16:09 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 808252 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:16:23 PM

**City/State/Zip:** Warrington, Pennsylvania 18976

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 808253 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:16:25 PM

**City/State/Zip:** Lake Worth, Florida 33461

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808259 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:16:55 PM

**City/State/Zip:** Chicago, Illinois 60630

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808260 - XXXXXXXX XXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:17:02 PM

**City/State/Zip:** Goleta, California 93117

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808262 - XXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:17:18 PM

**City/State/Zip:** San Diego, California 92115

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808263 - XXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:17:22 PM

**City/State/Zip:** Sherman Oaks, California 91403

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808264 - XXXXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:17:39 PM

**City/State/Zip:** Exton, Pennsylvania 19341

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808275 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:19:13 PM

**City/State/Zip:** Mansfield, Ohio 44906

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808288 - XXXX XXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:20:56 PM

**City/State/Zip:** Streator, Illinois 61364

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808289 - XXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:21:06 PM

**City/State/Zip:** Phoenix, Arizona 85044

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 808290 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:21:09 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808291 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:21:17 PM

**City/State/Zip:** Madison, Wisconsin 53717

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808292 - XXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:21:17 PM

**City/State/Zip:** Kennewick, Washington 99336

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808294 - XXXXX XXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:21:21 PM

**City/State/Zip:** Cos Cob, Connecticut 06807

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808304 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:22:28 PM

**City/State/Zip:** Spokane, Washington 99207

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808305 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:22:44 PM

**City/State/Zip:** San Antonio, Texas 78251

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808319 - XXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:24:32 PM

**City/State/Zip:** Aptos, California 95003

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808324 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:25:29 PM

**City/State/Zip:** Chatham, Massachusetts 02633

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808325 - XXXXXXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:25:48 PM

**City/State/Zip:** Nashville, Tennessee 37210

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6) [REDACTED]

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[Ticket: # 808334 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:28:21 PM

**City/State/Zip:** Milpitas, California 95035

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 808330 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:27:16 PM

**City/State/Zip:** Santa Barbara, California 93101

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808331 - XXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:27:21 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19145

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808332 - XXXX XXXXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:28:04 PM

**City/State/Zip:** Seattle, Washington 98107

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808333 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:28:16 PM

**City/State/Zip:** Madison, Wisconsin 53714

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808480 - XXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:05:50 PM

**City/State/Zip:** Manhattan Beach, California 90266

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808455 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:02:30 PM

**City/State/Zip:** Cypress, Texas 77433

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808457 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:02:43 PM

**City/State/Zip:** Cornelius, North Carolina 28031

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808459 - XXXXXX XXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:03:20 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808435 - XXXXXXXX XXXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:00:16 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6) [REDACTED]

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[Ticket: # 808441 - XXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:00:58 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 808466 - XXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:04:32 PM

**City/State/Zip:** Edgewater, Maryland 21037

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808467 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:04:34 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19104

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808474 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:05:10 PM

**City/State/Zip:** Ashland, Oregon 97520

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808475 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:05:17 PM

**City/State/Zip:** Pflugerville, Texas 78660

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 808476 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:05:26 PM

**City/State/Zip:** Sheridan, Oregon 97378

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808477 - XXXXXXXX XXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:05:37 PM

**City/State/Zip:** Portland, Oregon 97206

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808478 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:05:43 PM

**City/State/Zip:** Elmira, New York 14903

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808479 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:05:45 PM

**City/State/Zip:** Carson City, Nevada 89701

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808485 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:06:19 PM

**City/State/Zip:** Saint Paul, Minnesota 55119

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Most of this a form letter, however I do agree with it.

If you wish to talk to me directly I can be reached by email and I will provide my number.

(b) (6)

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[Ticket: # 808486 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:06:21 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 808493 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:07:56 PM

**City/State/Zip:** Dixon, California 95620

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 808495 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 5:09:02 PM

**City/State/Zip:** Millerstown, Pennsylvania 17062

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 808496 - XXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:09:06 PM

**City/State/Zip:** Monroe, Georgia 30656

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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The big telecom companies appear to be doing an end run around your net neutrality ruling. This has got to stop so that the fairness of the internet can continue. Telecom companies cannot be allowed to place caps on certain individuals or groups and not on others. This goes against everything the ruling was intended to protect.

(b) (6)

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[Ticket: # 808506 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:10:21 PM

**City/State/Zip:** Odessa, Washington 99159

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808507 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:10:22 PM

**City/State/Zip:** Roscoe, Illinois 61073

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 808508 - XXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 5:10:32 PM

**City/State/Zip:** Walled Lake, Michigan 48390

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 808509 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:10:36 PM

**City/State/Zip:** Astoria, New York 11106

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808512 - XXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:10:58 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808513 - XXXXXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:11:16 PM

**City/State/Zip:** Andover, Minnesota 55304

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808520 - XXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:13:12 PM

**City/State/Zip:** Lima, Ohio 45807

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 808522 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:13:23 PM

**City/State/Zip:** Springfield, Illinois 62704

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 808527 - XXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:13:58 PM

**City/State/Zip:** Brunswick, Maine 04011

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808529 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:14:02 PM

**City/State/Zip:** San Francisco, California 94124

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808530 - X XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:14:12 PM

**City/State/Zip:** Kailua, Hawaii 96734

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808533 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:15:32 PM

**City/State/Zip:** Seattle, Washington 98108

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808534 - XXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:15:40 PM

**City/State/Zip:** Denver, Colorado 80218

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6) [REDACTED]

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[Ticket: # 808535 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:15:45 PM

**City/State/Zip:** Geneva, New York 14456

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 808536 - XXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 5:15:50 PM

**City/State/Zip:** San Diego, California 92120

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users. PLEASE,

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(b) (6)

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[Ticket: # 808537 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:16:02 PM

**City/State/Zip:** Los Angeles, California 90027

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808539 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:16:15 PM

**City/State/Zip:** Springfield, Oregon 97478

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 808541 - XXXX XXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:17:18 PM

**City/State/Zip:** Lyons, New York 14489

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 808545 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:17:44 PM

**City/State/Zip:** Bend, Oregon 97701

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808546 - XXXXX X's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:17:50 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808547 - XXXXXXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:17:59 PM

**City/State/Zip:** Minneapolis, Minnesota 55405

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808548 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:18:04 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808550 - XXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:18:13 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808551 - XXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:18:21 PM

**City/State/Zip:** Kansas City, Missouri 64111

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808554 - XXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:18:38 PM

**City/State/Zip:** Dulles, Virginia 20101

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 808566 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:20:13 PM

**City/State/Zip:** Wentzville, Missouri 63385

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 808686 - Suddenlink Data Caps**

**Date:** 2/12/2016 6:02:40 PM

**City/State/Zip:** Tyler, Texas 75701

**Company Complaining About:** Sudden Link

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### **Description**

Suddenlink enforces data caps on broadband internet in my area, charging more fees for going over. This is against open internet.

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[Ticket: # 809259 - Usage caps](#)

**Date:** 2/13/2016 12:21:28 AM

**City/State/Zip:** Tucson, Arizona 85705

**Company Complaining About:** Comcast

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## **Description**

Comcast and their new data caps are just another excuse for a large company to extort money. The oil and coal monopolies of old have been replaced with the John Rockefeller of the internet age where a person is forced to bite the bullet and hand over the wallet because there are no other alternatives. One would think the U.S government which had such a strong opposition towards monopolies in the 19th century would have some word on the matter but all the FCC has managed to do is have "constructive conversations" with the fat cat that is Comcast.

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**Ticket: # 809555 - Comcast Monthly Data Cap**

**Date:** 2/13/2016 1:02:27 PM

**City/State/Zip:** Murfreesboro, Tennessee 37128

**Company Complaining About:** Comcast

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## **Description**

The Data Cap that Comcast/Xfinity has imposed on it's customers has really hurt my internet habits. I am a gamer - which means that all of the games I get through Steam I must download (some of which I then play online which uses more data). Also, most of my television and movie viewing is online as well, on sites like Netflix and Amazon Prime Video. With this cap, I use up most of my data limit for each month and am afraid to go over. With as many products in this digital age using data, I find it wrong for a company to instill such Data Caps when in reality the only reason they do it is to make a profit off of an already overpriced service. I want to ask that you look into getting this data cap removed.

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[Ticket: # 809595 - Comcast Data caps](#)

**Date:** 2/13/2016 1:23:16 PM

**City/State/Zip:** Ball Ground, Georgia 30107

**Company Complaining About:** Comcast

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### **Description**

I do not feel Comcast should be able to put in place a data cap on internet data usage, especially when it is not a company wide practice, and only picks on a few states.

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**Ticket: # 809739 - 300 GB cap**

**Date:** 2/13/2016 3:00:52 PM

**City/State/Zip:** Conyers, Georgia 30012

**Company Complaining About:** Comcast

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## **Description**

300 GB is RIDICULOUS in this day and age. I download all my LEGAL Steam games and Netflix and consistently go over costing me anywhere from 50-100\$ extra a month. That is outrageous. If they HAVE to do caps then at least put it at a 2014 level of 600GB for mid tier. I have the most expensive home internet plan and am still limited to 300GB a month. My only option is to get comcast business and pay for installation, can't use my modem that I bought, lose my promotions and it will end up costing more even after the penalties. So basically they screw you.

In paragraph 27 of your document 14-113, pertaining to GN Docket 14-126, you ask, "The Commission has indicated that it might consider data usage allowance as a core characteristic that affects what consumers can do with their broadband service. Should we include usage in our section 706 assessment?"

I live in an area where Comcast has instituted a monthly 300 GB usage allowance on consumer ISP subscriptions, with \$10 added to my bill for every 50 GB thereafter. The only other wired consumer broadband ISP in the area, AT&T U-verse, has a similar 250 GB usage allowance. I have not yet hit the 300 GB limit, but I noticed last month that I was getting close. I have a family of 6 in my household. Previously, we could watch Netflix, watch YouTube, use online backup services such as SpiderOak, and play online games at home without being concerned. In addition, I do software development from home, and my tasks sometimes involve large downloads of software libraries, OS images, etc.

We have a limited budget, so now I have to be the "bandwidth policeman", and tell everyone "no more Internet today", just to be safe and avoid incurring extra charges. Where it was previously a joy, our home Internet service has become an extra source of stress in the house.

I am cynical enough to believe that Comcast (and likely U-Verse as well) has consciously chosen the 300 GB limit, in order to discourage so-called cord cutters, i.e., people that get Internet-only subscriptions, and consume 100% of their video entertainment as streaming from the Internet. 300 GB of high-definition content over the course of a month maps to only roughly 4 hours of video a day. While this might seem like a lot, it doesn't factor in households like ours with 2 adults, 2 teenagers, and 2 children, all with very different viewing habits. Also, it looks suspiciously like another mechanism to push consumers back to their relatively profitable television services. (Let me note here that in my household, we subscribe to their "Triple Play" where we get ISP, television, and VoIP telephone service.)

In paragraph 29, you ask “How would the Commission implement a broadband usage threshold?”. First off, I would suggest you should make major consumer ISPs such as Comcast raise their monthly data limit to something more like 1 TB. Even my family of 6 could live comfortably within that limit. If their present day network truly cannot handle that in my region, then they should be required to make the investments to make it happen within a reasonable time period.

Secondly, I am currently paying for “105 Mbps down/20 Mbps up” service from Comcast. I am open-minded enough to consider that Comcast may also just be trying to manage traffic on their network. I suggest that the reasonable thing to do, rather than charge me more money when I hit the 300 GB monthly limit, is to have progressive throttling. E.g, once I hit 100% of my data cap, throttle my attainable speeds to 50% of what I am paying for, “52 Mbps down/10 Mbps up” in my case. At 120% of my data cap throttle it to 20%. At 140%, throttle it to 10%, down to a minimum speed around, say 512 kbps. Users that regularly get throttled down that far are obviously doing something like running a server, where they should reconsider their service provisioning, and go to something like an ISP for businesses, or avail themselves of hosted services if they are running servers.

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**Ticket: # 816422 - Comcast 300gb data cap**

**Date:** 2/17/2016 2:13:57 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast

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## **Description**

I signed up for Comcast (Atlanta area) internet service on January 19 of this year. The sales rep was more than willing to upsell me to the higher download speeds due to the number of users and devices in my home however, they never once mentioned that a 300gb data cap would apply. When I called to ask about this omission they claimed that the FCC had approved this data cap/additional charge practice without notification of the customers.

Comcast wants to charge internet access like utilities (electricity, gas, water) however, they are not regulated like those utilities. They also can not explain how the data usage is monitored other than stating that there is a display on the user account. How do I know this is accurate? I find it hard to believe a family of 4 can use up 300 GB in 2 weeks when the highest bandwidth usage is Netflix. We would need to watch 10 movies a day for 15 days to consume 300 gb. The result of this data cap is limiting our ability to freely use the internet. The data cap essentially bypassed the net neutrality rules by penalizing the user instead of the content provider such as Youtube, Hulu, Amazon Prime, and Netflix.

Their solution is to charge and additional \$10 per 50 gb in excess of the 300 gb. With little or no competition in the area we are out of choices. Comcast business practices do not seem fair let alone legal.

Something needs to be done about this and soon!

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**Ticket: # 809831 - Data Caps**

**Date:** 2/13/2016 3:54:57 PM

**City/State/Zip:** Conroe, Texas 77385

**Company Complaining About:** Doesn't Matter, The Majority Of Companies Cap Data.

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## **Description**

Why is it that our government will threaten to break up a company like Microsoft because of Internet Explorer being integrated into their own Windows operating system, at a time when other browser companies didn't bother to advertise and because at the time most consumers were too computer illiterate to look for different browsers options? Yet, our government does absolutely nothing when there are true monopolistic practices that the telecom companies enforce to limit consumers internet usage. First off, there is very little competition in each market across the country for consumer to choose from when looking to subscribing to internet plans. Second, why are the telecoms companies allowed to offer services that compete against themselves? Since telecoms companies are allowed to provide telephone, cable tv, and internet, this gives them the power to enforce data caps and limit consumers internet usage, and to force consumers into buying cable tv services. The current business model that telecoms use allow for zero choices in the consumer market. It is simply a ploy to control what consumers can and can not use the internet for. It's 2016, technology is changing, cable tv is fading out, and the internet is becoming the new medium for how consumers consume media and access information. The telecoms and media companies are afraid of this, and instead of offering new competitive services to consumers, they instead cut them off from the internet. A cable tv company should not be allowed to sell internet service. An internet company should not be allowed to sell cable tv service. The telecom companies should be broken up, and data caps should be illegal.

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[Ticket: # 810645 - Comcast data caps](#)

**Date:** 2/14/2016 6:23:32 PM

**City/State/Zip:** Knoxville, Tennessee 37916

**Company Complaining About:** Comcast

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## **Description**

These data caps are ridiculous. The internet is already bad enough in my apartment building where the wiring is ancient, but this is just the icing on the cake. I am now being charged extra just because I'm watching Youtube videos and playing video games in a certain part of the country. This must have some legality issues.

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**Ticket: # 811397 - Unethical business practices**

**Date:** 2/15/2016 1:39:17 PM

**City/State/Zip:** Broadview Heights, Ohio 44147

**Company Complaining About:** Cox

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## **Description**

Cox Cleveland and surrounding area now has data caps (no other service area does) I like to make a complaint after going not just 1 but 6 50GB blocks over each block is \$10 I called try to get it credited they did not help me at all all they said they could do is give me a \$20 late credit. How is this is fair or ethical when the account holder isn't able to control her account. It could be anything the cable infrastructure isn't exactly secure and the data usage I did research and it is not accurate the only way they are getting away it is saying it is for "testing". I wouldn't want to be the one to have their WiFi hacked and have overage fees that can't be credited or helped. Please help push them to stop data caps I don't want to let this go and I am not.

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**Ticket: # 1022510 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 12:11:09 PM

**City/State/Zip:** Astoria, New York 11105

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 811734 - Comcast data cap.](#)

**Date:** 2/15/2016 3:50:47 PM

**City/State/Zip:** Media, Pennsylvania 19063

**Company Complaining About:** Comcast

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## **Description**

Comcast data cap after never having trying to charge for a service I've always had at no additional charge.

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**Ticket: # 812372 - Comcast Data Cap**

**Date:** 2/15/2016 7:56:15 PM

**City/State/Zip:** Miami, Florida 33172

**Company Complaining About:** Comcast

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### **Description**

I'm upset that Comcast is notifying me of my incoming data cap (300GB). There should be no cap and I'm going to be forced to pay extra to keep using my service. Comcast claims that the cap is in search of 'fairness', but I do not see how they can think that. I did not get money for going under the cap previously and there is no rollover. This is extremely unfair and proof of what a company can do when set free. I don't want to pay more than what I already am for Internet service.

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[Ticket: # 836405 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 2:06:54 AM

**City/State/Zip:** Las Vegas, New Mexico 87701

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 836342 - XXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 12:55:26 AM

**City/State/Zip:** Tecumseh, Michigan 49286

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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**Ticket: # 1020421 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 4:01:09 PM

**City/State/Zip:** Sedro Woolley, Washington 98284

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 836406 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 2:08:05 AM

**City/State/Zip:** Pembroke, New Hampshire 03275

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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[Ticket: # 836408 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 2:10:26 AM

**City/State/Zip:** Cuddebackville, New York 12729

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Dear Honorable Legislators

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage, no, insist the FCC to do its job.

And while I'm at it get big money out of politics and government. Reverse Citizens United - it is the worst threat ever to our democracy.

Honders@HVC.rr.com And I approved this message and will support anyone that will help with these ideas.

(b) (6)

Cuddebackville NY 12729

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**Ticket: # 836358 - Bruce's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/27/2016 1:09:35 AM

**City/State/Zip:** The Villages, Florida 32162

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 813785 - Data caps**

**Date:** 2/16/2016 2:11:09 PM

**City/State/Zip:** Fargo, North Dakota 58102

**Company Complaining About:** Cable One

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## **Description**

Why is this still legal? i pay for a high end service that would fit all my needs and some, but i'm being forced to upgrade my data package or have my service cut off?

This is silly. The net neutrality act should have this covered already. If fast lanes are wrong, surely so is this. I shouldn't have to pay for faster and more expensive internet just so the cable company can break my bank. I rarely download anything, and i basically only use my service for playing games and watching movies on my other services.

Also, in the net neutrality act, i was sure that it was addressed that internet was considered a modern day need, not much different than water and food. a basic human right. This isn't like i'm just running the tap all day. So seriously. address the data caps issue. I know that I'm not the first nor last of the long line of complaints about this concern.

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**Ticket: # 813845 - Usage Limits**

**Date:** 2/16/2016 2:26:24 PM

**City/State/Zip:** Bloomington, Minnesota 55437

**Company Complaining About:** Centurylink

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**Description**

I received a notice regarding my bandwidth usage. I am upset by this. I have 80Mbit down/40Mbit up, and 4 technically savvy young men in their early 20's living in my house. The idea that that demographic would conform to a 250GB data cap ( 62.5GB per person) per month is absurd. The delivery of the overage notice itself caused a significant disruption of our internet use, and no attempt was made to deliver it by phone or email first.

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[Ticket: # 835826 - Stephen's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/26/2016 6:40:16 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 1020422 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 4:01:12 PM

**City/State/Zip:** Lansdale, Pennsylvania 19446

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 814722 - Cable One forcing users to pay excessive high Internet subscription fees.**

**Date:** 2/16/2016 6:25:21 PM

**City/State/Zip:** Meridian, Idaho 83646

**Company Complaining About:** Cable One

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## **Description**

Because of their "fair usage" policy I and many other users are forced to upgrade to a higher plan which will cost me \$135 per month for Internet. Cable one is abusing their position in this market since they are the only company offering Internet with speeds over 7Mbps. I work as a full time remote employee and maybe use more than the average user but to provide data caps low enough that you could effectively max out within a day of use is just unacceptable.

They should not be allowed to abuse their position in the Idaho market and provide below par Internet use.

Besides all of this, Cable one is not providing a good means for me to privately analyze the data usage and I just have to rely on them providing me with accurate figures without any control from a 3rd party.

It seems very sketchy and I am amazed that there is not more control from the FCC to keep providers like Cable One in line.

I know Net neutrality does not cover the data caps but open internet should have some guidelines to protect consumers in certain areas from being take advantage of.

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[Ticket: # 815459 - comcast data cap](#)

**Date:** 2/17/2016 1:11:40 AM

**City/State/Zip:** Tucker, Georgia 30084

**Company Complaining About:** Comcast

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### **Description**

comcast now has a data cap with stiff penalties...as if they werent expensive already.....

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**Ticket: # 836028 - john's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/26/2016 8:06:17 PM

**City/State/Zip:** Skokie, Illinois 60076

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

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[Ticket: # 835897 - XXXXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/26/2016 7:10:11 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 835946 - Gary's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/26/2016 7:32:19 PM

**City/State/Zip:** Auburn, Washington 98002

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 836425 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 2:31:35 AM

**City/State/Zip:** Baltimore, Maryland 21224

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 817961 - Internet Data caps and Monopoly**

**Date:** 2/18/2016 1:21:10 AM

**City/State/Zip:** Parma, Ohio 44134

**Company Complaining About:** Cox

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## **Description**

Good day. My family and i have moved into a city were choices are limited to one Cable provider witch is Cox. My work is dependent on vpn and streaming. Even paying the max for max speeds witch cost 110 bucks they have data caps like phones. I keep going over and continue to get charged. I would pay more for unlimited but they don't offer it. This is every single company now. I understand why phone service companies do it but its unreal that now ISP are capping us. Something should be done about this , we are already charged a crazy amount for internet and in a world that now turns to streaming for content a data cap seems unconstitutional

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[Ticket: # 837543 - Tony marra's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:28:06 AM

**City/State/Zip:** Crawfordville, Florida 32327

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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[Ticket: # 837493 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 4:48:30 AM

**City/State/Zip:** Augusta, Georgia 30907

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 819259 - Comcast Data Cap](#)

**Date:** 2/18/2016 3:25:13 PM

**City/State/Zip:** Knoxville, Tennessee 37916

**Company Complaining About:** Comcast

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## **Description**

The Comcast Data Cap, currently set at 300GB, is arbitrary, confusing to customers and stifles the development of an open and fair internet. By restricting the usage of competitive Internet services like Netflix, Hulu and others Comcast is unfairly stifling these services' utility in order to promote its own cable packages.

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[Ticket: # 835898 - XXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/26/2016 7:11:22 PM

**City/State/Zip:** Decatur, Georgia 30030

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 835948 - X XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/26/2016 7:33:29 PM

**City/State/Zip:** Everett, Washington 98204

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 820369 - Comcast Data Cap and stifling of high bandwidth industrys**

**Date:** 2/18/2016 9:35:06 PM

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

**Company Complaining About:** Comcast

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## **Description**

In my city of Memphis TN Comcast enforces data limits if I go over 300 gigabytes of data I get billed \$10 for every 50gb after that. Under normal usage I go over or reach the limit every month. Now say one month a new game comes out that I want to play on my computer. Since the data cap has been implemented I have to account for the actual size of the game files before I make a purchase. If the game is too large I may be charged by Comcast to download it. Most modern games are well over 50gb in size, therefore I usually wont purchase new games for this reason in fear of additional charges. If the new trend of capping data usage for home internet continues it may hurt the gaming industry as well other high bandwidth industries. I think it will be better for consumers as well as many other online industries if the data caps imposed by Comcast and other ISPs were removed.

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[Ticket: # 820683 - Data usage](#)

**Date:** 2/19/2016 9:10:28 AM

**City/State/Zip:** Miami, Florida 33145

**Company Complaining About:** Comcast

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## **Description**

Hi,

I noticed my data usage has been going up even when I'm m not home and when I was having electrical work done. I'm aware it takes 24 hours to cycle and have monitor the usage.

If I'm going to put in a data cap I should have accuracy.

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[Ticket: # 820828 - Comcast Data Cap](#)

**Date:** 2/19/2016 10:46:37 AM

**City/State/Zip:** Mt Pleasant, South Carolina 29464

**Company Complaining About:** Comcast

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## **Description**

Comcast has imposed a data cap that is directly against the spirit of an open internet. They are purposely limiting the streaming of video and audio services (Ex: Netflix, Amazon, etc) while providing similar services that does not affect the customer's data usage. This is the very reason why the internet should be labeled as an utility so businesses like Comcast can't implement anti-business practices to control the market when they own the only infrastructure in the area to support said services.

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[Ticket: # 837494 - XXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 4:49:41 AM

**City/State/Zip:** Caledonia, Wisconsin 53108

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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[Ticket: # 837496 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 4:54:15 AM

**City/State/Zip:** Naperville, Illinois 60540

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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P.S. I actually am a Comcast customer, and have noted the large increase in my buffering times despite having the fastest internet speed package Comcast offers. When I try to play some videos online, they literally get stuck until I move the cursor over a stuck spot, only for them to become stuck, again, a few seconds later. This did not happen until recently; when I read about Comcast's new policy, I finally understood why.

What is the point of passing laws if corporations are allowed to simply flout their provisions with nominal work-arounds? How is this not illegal?

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[Ticket: # 837498 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 4:55:26 AM

**City/State/Zip:** Chicago, Illinois 60645

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837499 - XXXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 4:56:37 AM

**City/State/Zip:** Summerville, South Carolina 29485

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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[Ticket: # 835998 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/26/2016 7:56:58 PM

**City/State/Zip:** Salt Lake City, Utah 84108

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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[Ticket: # 836051 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/26/2016 8:14:29 PM

**City/State/Zip:** Tunbridge, Vermont 05077

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 836345 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 12:57:49 AM

**City/State/Zip:** Lafayette, Louisiana 70508

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 836114 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/26/2016 8:41:28 PM

**City/State/Zip:** Scotts, Michigan 49088

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 822406 - Comcast Data cap**

**Date:** 2/19/2016 7:36:21 PM

**City/State/Zip:** Hiram, Georgia 30141

**Company Complaining About:** Comcast

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## **Description**

The very concept of a "data cap" on a cable network such as Comcast's is absurd, and can be viewed only as an attempt to squeeze more money out of their customers in the absence of any competition. In addition, their monitoring of data usage is inaccurate at best, intentionally high at worst (for example, in the 19 days of this month, they have me at 270/300 GB of data used, whereas my routers usage report shows only 243 GB over the last 30 days). If there were another competitive option other than Comcast, I would certainly allow the free market to run its course, and support an ISP with more scrupulous practices. However, my options are slim and for that reason am I asking the FCC to step in not only on my behalf, but the behalf of all the other persons I know have made complaints to you on this particular matter. Thank you.

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**Ticket: # 822630 - Extortion/Throttling**

**Date:** 2/19/2016 9:55:21 PM

**City/State/Zip:** Shreveport, Louisiana 71118

**Company Complaining About:** Comcast

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## **Description**

We have not agreed to be a part of Comcast's 'trial' for data usage cap. It started in my area in December 2015. Every time we hit 90% usage or higher, our internet gets slowed down. To the point where I can't stream ANYTHING AT ALL. Youtube videos buffer constantly, Twitch broadcasts won't play. I called Comcast in January about this. The lady that I spoke with told me that when we get to 90% usage our internet gets throttled down. Today is 2/19/16 : We hit 90% usage late last night. We started having internet problems. This morning, I noticed the internet being really slow (this is the 3rd month in a row that it's happened now). I called Comcast, and the lady swore up and down that the data cap has nothing to do with my internet speeds and tried to schedule a technician to come look at my router.

Something needs to be done about this. Comcast is performing 2 illegal actions: Extortion, and Throttling.

Also, I filed a complaint previously. Someone from Comcast called me and I wasn't able to answer. I called back and nobody answered or returned my call. I also didn't receive an email from them.

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[Ticket: # 836360 - XXXXXX XXXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 1:14:13 AM

**City/State/Zip:** Arlington, Virginia 22204

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

To the FCC:

Please find below a template letter that I wholeheartedly agree with. Please investigate and STOP these ridiculous data cap programs.

Sincerely,

(b) (6)

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 836361 - XXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 1:15:26 AM

**City/State/Zip:** Santa Monica, California 90402

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837548 - XXXXXX XXXXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:37:25 AM

**City/State/Zip:** Omaha, Nebraska 68164

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 822865 - Comcast Data Caps](#)

**Date:** 2/20/2016 10:48:27 AM

**City/State/Zip:** Dallas, Georgia 30132

**Company Complaining About:** Comcast

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## **Description**

Data caps on Internet service then charging 30\$ more for unlimited on top of selling 2Gbps for a premium price (because it's "faster") when most consumer grade networking gear is 10/100/1000 and can only attain 1Gbps. Your network is only as fast as the slowest link. What average end user who makes less than 30-40 k can afford enterprise class networking gear at 10Gbps? Seilriously stop the data caps with both in home and cell networks.

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**Ticket: # 823050 - Data Caps imposed by comcast cable**

**Date:** 2/20/2016 12:59:10 PM

**City/State/Zip:** Mobile, Alabama 36609

**Company Complaining About:** Comcast

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## **Description**

I was not informed of any data cap when I signed up for service. I spoke with a CSR by phone, and it was never revealed to me. I did not get any notification until the first time the limit was exceeded. We are a household of 2 adults in their 50's, we do not do many activities that should be consuming so much bandwidth. No one games. I subscribe to a tv package, and 2 premium channels, so I am not a "cord cutter". I would like to be able to stream original content from Amazon Prime, or perhaps Netflix, but instead I curtail my usage. I am absolutely seething every time I think about it, and will cancel their service as soon as my contract is up.

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[Ticket: # 836362 - XXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 1:16:36 AM

**City/State/Zip:** San Diego, California 92123

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 836373 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 1:34:07 AM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 836374 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 1:35:17 AM

**City/State/Zip:** Arlington, Virginia 22206

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 823485 - Data Caps**

**Date:** 2/20/2016 6:03:35 PM

**City/State/Zip:** Guyton, Georgia 31312

**Company Complaining About:** Comcast

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## **Description**

Comcast began implementing data caps in several of its coverage areas. These data caps appear to be a flagrant violation of net neutrality laws. There are multiple streaming services, some of which are provided by Comcast themselves, that require the use of data. As cable companies are generally granted monopolies of the network in the areas they cover, my data options are extremely limited. Both of these facts limit the competition in the marketplace. The purpose for which net neutrality laws, which were vehemently protested by communication companies such as Comcast, were to prevent those companies from implementing vehicles that would impede the use of internet. Obviously, the policy of a pay/GB used would create a hardship to anyone trying to use a higher bandwidth service such as streaming. As data usage itself neither causes Comcast to incur any cost nor requires anything of Comcast to provide, it appears this measure is unnecessarily and unfairly being implemented. Additionally, this measure would insure that Comcast would profit unnecessarily from the very hardship they are creating on the customer and/or the streaming service. Comcast might be seeking an additional revenue stream as they continue to encounter a more competitive marketplace. However, one might suggest that they concentrate on attempting to keep customers by making them happy with the service they are getting rather than instituting policies that alienate their customers in an attempt to make up for revenue lost by providing abhorrent customer service and concern in their customer's overall welfare. One only need to look at areas where competitors like Google Fiber exist, where the company has decided to not implement data caps, to realize that Comcast is capitalizing on smaller markets simply because they can bully those customers. Additionally, the so called "data monitor" that Comcast uses is completely incorrect. My installation connects my modem directly to a router that has been firmware flashed to include an open source software that provides a data monitor. To this point in the month, Comcast has my data usage pegged at 231 Gb. According to my router, I am currently just breaking 200 Gb. My overall hope is that Comcast changes policies to work with the spirit of Net Neutrality laws, stands behind their customers instead of in bullying them, and changes their business model to reflect the needs of the current market.

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[Ticket: # 836376 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 1:36:28 AM

**City/State/Zip:** Racine, Wisconsin 53403

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 835599 - Ban zero rating!**

**Date:** 2/26/2016 5:28:12 PM

**City/State/Zip:** Minneapolis, Minnesota 55419

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 823551 - comcast](#)

**Date:** 2/20/2016 7:03:47 PM

**City/State/Zip:** Tucson, Arizona 85746

**Company Complaining About:** Comcast

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## **Description**

Comcast is forcing a data cap on me and because of agreements they have made with other internet companies in the area I have NO choice. Please, help me. force them to end these caps and force them to have competition.

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[Ticket: # 823694 - Comcast data cap](#)

**Date:** 2/20/2016 11:31:51 PM

**City/State/Zip:** Norcross, Georgia 30093

**Company Complaining About:** Comcast

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## **Description**

Data caps are ridiculous

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**Ticket: # 835637 - Ban zero rating!**

**Date:** 2/26/2016 5:39:33 PM

**City/State/Zip:** Boca Raton, Florida 33487

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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**Ticket: # 823704 - Data Caps**

**Date:** 2/21/2016 12:02:51 AM

**City/State/Zip:** Lake Havasu City, Arizona 86403

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink implemented data caps beginning January 2016 in Lake Havasu City (residential customers). I was given no notice, only to find out by a message coming across my screen when I reached 80%. I called Suddenlink and they adjusted my plan, but I find their sneaky implementation of caps an unethical business decision. Further, one is allowed to monitor data, but has no way to determine that Suddenlink is accurately tracking usage. I find there estimates of data uses suspect. Suddenlink is taking advantage of the fact that there is little competition in this rural part of Arizona and taking advantage of its customers. Customers who signed up for internet service before the caps were implemented were sold this service due to speed and the lack of limits.

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**Ticket: # 823846 - Comcast Internet Cap**

**Date:** 2/21/2016 12:39:53 PM

**City/State/Zip:** Johns Island, South Carolina 29455

**Company Complaining About:** Comcast

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## **Description**

The cap they have instituted is too low, and is anti-consumer. More frustratingly, we cannot access their meter to see how close we are to going over, (we have tried on numerous attempts) and we do not have any alternate service provider (AT&T serves DSL near us, but they do not provide service to us yet).

300 GB is our cap, and there is no indication it will scale as data usage needs rise. This is not enough for a typical household in 2016. (I feel most households are probably similar to ours, however do not have data to make that claim as fact).

Our typical usage includes:

Game Console (downloads 1-2 new games a month, plus updates. Games can be upward of 40 GB each, and updates anywhere from 1 to 10 GB). Online gaming further increases data usage.

Smart Devices (iPhone, iPad, Android Phone, Laptops). These also auto-update themselves on a fairly regular basis (each week new app updates). I'm not sure how big all of these files are, but over the course of a month its probably at least 1-2 GB and only getting larger as apps become more robust.

Music: We regularly stream music. This is easily several GB over the course of the month.

TV/Video: We use Netflix and Twitch and YouTube. A majority of our data usage is from video streaming. We probably watch less video than the average household, though (we tend to be pretty active) but still enough to average a few hours a day.

Other data: Internet browsing (Facebook, etc.) and work related functions (upload/download files from Dropbox or other cloud services). These functions can take variable tolls on data, and having to worry about 'should I back up files because of my data cap' is burdensome. It also diminishes the value of online storage (as now I am not only paying for the storage, but to download the contents of the storage if it causes me to exceed my data cap).

Data over wire is not a finite resource like water or electricity. It doesn't suffer from the same limits wireless data does, either (limited frequencies for multiple devices to share). Data caps are purely a money grab. If network management were the issue caps wouldn't be the primary lever, speed (bandwidth) would be. The data cap is arbitrarily sized, and isn't attached to any kind of scaling mechanism (as obviously as technology pushes forward, data usage is only going to increase). Data caps should be eliminated, or scrutinized and implemented in a consumer friendly approach. Otherwise, they are anti-competitive to any company that relies on delivering data to the consumer.

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**Ticket: # 836378 - XXX XXXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/27/2016 1:37:39 AM

**City/State/Zip:** West Lake Hills, Texas 78746

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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**Ticket: # 824067 - Internet Data Caps**

**Date:** 2/21/2016 5:17:11 PM

**City/State/Zip:** Slippery Rock, Pennsylvania 16057

**Company Complaining About:** Armstrong Cable

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## **Description**

Armstrong Cable recently implemented a data cap for internet usage under the guise of an "Open Internet Policy". Previously, internet service was unlimited. The data cap is set at 200GB for users that do not subscribe to television service through the company, 250 GB for those that do subscribe to TV, and 300 GB for those who subscribe to TV, Telephone, and Internet service. The fact alone that the company is raising caps for the customers who pay for more services unrelated to internet should be considered unfair. Armstrong claims that the average household usage is only 83 GB per month, but in this time of increased streaming of videos and music, game downloads, and connected devices, that number seems absurdly low. As an example, around Christmas this year with new devices and games being set up, our allotment of data was used within the first week of the billing period. I believe that this practice has nothing to do with network management, and is more about a money grab aimed at individuals who have dropped cable service for other means of entertainment.

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[Ticket: # 824179 - Comcast data caps](#)

**Date:** 2/21/2016 6:47:17 PM

**City/State/Zip:** Memphis, Tennessee 38107

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps for selected customers is unfair and unethical! I am single work 8-5 Monday-Friday, but am somehow able to go through my internet cap! I can't imagine having a family! The cap is u fair and unrealistic!

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**Ticket: # 824295 - Suspected throttling and web traffic disruptions**

**Date:** 2/21/2016 10:12:44 PM

**City/State/Zip:** Pleasantville, Pennsylvania 16341

**Company Complaining About:** Armstrong

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## **Description**

I strongly believe my internet service provider Armstrong Cable is throttling my connection speed to data-heavy websites and services that I use often, such as Netflix, Twitch TV, and Xbox Live. Even when internet speed tests show we are getting the speed which was sold to us and other sites load perfectly, these services in particular often lag to the point of being unusable.

This is on top of their general inability to reliably deliver consistent internet performance and their strongly anti-consumer policy of maintaining data caps on their internet services. Armstrong as a company preys on a consumer base that is somewhat ignorant to larger internet issues such as net neutrality, and have few options in internet service providers. Therefore, they are unlikely to face the kind of criticism and backlash that larger ISPs receive but they are nonetheless deserving of it.

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[Ticket: # 838020 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:41:43 PM

**City/State/Zip:** Coshocton, Ohio 43812

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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**Ticket: # 836380 - XXXXXXXX XXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/27/2016 1:39:58 AM

**City/State/Zip:** Elgin, Illinois 60123

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 836381 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 1:41:09 AM

**City/State/Zip:** Garden Grove, California 92840

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 836488 - XXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 4:16:25 AM

**City/State/Zip:** Mahomet, Illinois 61853

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 824523 - Comcast internet usage cap "data usage plan"](#)

**Date:** 2/22/2016 10:29:10 AM

**City/State/Zip:** Miami, Florida 33147

**Company Complaining About:** Comcast

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## **Description**

I believe it is preposterous that a home internet provider has a usage cap. How is that legal? I thought that net neutrality laws were passed, how does a data cap not infringe on that? I thank you for your work. Please don't let the get away with this.

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[Ticket: # 835680 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/26/2016 5:51:13 PM

**City/State/Zip:** Cambridge, Wisconsin 53523

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 836382 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 1:43:27 AM

**City/State/Zip:** South Hadley, Massachusetts 01075

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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[Ticket: # 836383 - XXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 1:44:38 AM

**City/State/Zip:** Syracuse, New York 13210

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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[Ticket: # 836385 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 1:46:57 AM

**City/State/Zip:** Victorville, California 92394

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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[Ticket: # 836397 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 1:59:51 AM

**City/State/Zip:** Plymouth, Michigan 48170

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 836398 - XXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 2:01:03 AM

**City/State/Zip:** Lynn, Massachusetts 01905

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837476 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 4:20:32 AM

**City/State/Zip:** West Chester, Pennsylvania 19382

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837989 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:25:21 PM

**City/State/Zip:** Somerville, Massachusetts 02143

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 836399 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 2:02:14 AM

**City/State/Zip:** Shasta Lake, California 96019

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838064 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 7:04:00 PM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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I am fed up with giant corporations finding ways to buy and lie their way around the law.

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[Ticket: # 838411 - XX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 3:09:09 AM

**City/State/Zip:** Union City, Georgia 30291

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838412 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 3:11:28 AM

**City/State/Zip:** New Lebanon, New York 12125

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 836400 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 2:03:24 AM

**City/State/Zip:** Astoria, Oregon 97103

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 836412 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 2:13:59 AM

**City/State/Zip:** Hartsdale, New York 10530

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 836413 - XX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 2:16:18 AM

**City/State/Zip:** Neskowin, Oregon 97149

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838399 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:52:52 AM

**City/State/Zip:** Houston, Texas 77036

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837993 - XXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:26:32 PM

**City/State/Zip:** Honolulu, Hawaii 96813

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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**Ticket: # 826706 - Comcast Data Cap Suddenly Enforced****Date:** 2/23/2016 12:51:10 AM**City/State/Zip:** Huntsville, Alabama 35806**Company Complaining About:** Comcast

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**Description**

I live in a place where the only option is comcast. As of this month apparently comcast has decided to actually enforce the data cap at my residence. For the past few months it has been "enforced" but not actually enforced and suddenly I got an email yesterday notifying me that I was at 90% of my data cap. This is not fair to people like myself and my roommate who use the internet for gaming and streaming. Comcast is unfairly trying to make as much money off of people just because they can gouge them. We will surely reach or exceed this limit each month just by using the internet as we usually do and the only solution to this is to add \$30-\$35 to our bill each month. That is outrageous. Google fiber offers internet places with not data cap and way faster speeds for less than the amount that I will be paying if I do that. There should not be a data cap.

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[Ticket: # 838400 - XXXXXXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:56:19 AM

**City/State/Zip:** Boston, Massachusetts 02116

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838401 - XXXXX XX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:57:29 AM

**City/State/Zip:** Port Angeles, Washington 98362

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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[Ticket: # 836414 - XXXXXXXX XXXXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 2:17:29 AM

**City/State/Zip:** Akron, Ohio 44303

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 826964 - Comcast Data Caps "Trials" in Selected Areas****Date:** 2/23/2016 10:31:31 AM**City/State/Zip:** Miami Lakes, Florida 33016**Company Complaining About:** Comcast

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**Description**

I work from home as a software engineer and have recently moved into my first house. The only option I have for an internet provider is either Comcast or Dish Network. I need a fast and reliable internet connection so my only option is Comcast in this case. I became aware of a 300GB data cap or as Comcast likes to refer to it "Data plan." I routinely log into my companies VPN network to upload and transfer large amounts of data. In order to remove that data cap I'm required to pay an additional fee. Some have called this data cap the "Cord Cutters Tax" and I don't feel like I need to subsidize those who decided not to pay for cable tv. This is something Comcast needs to resolve on their own but since there is virtually no competition there's no reason for them to do so. There are only a few markets in this "trial" period, please stop Comcast from expanding this nationwide.

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[Ticket: # 838402 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:58:40 AM

**City/State/Zip:** Saint Louis, Missouri 63123

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 827005 - Stop the Cap!](#)

**Date:** 2/23/2016 11:03:21 AM

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

**Company Complaining About:** Comcast

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## **Description**

Data caps are wrong. It's another way for a business with competing models (content provider vs internet provider) to stifle competition to the detriment of the consumer. By capping rival streaming services but not their own content, Comcast is revealing its true intentions.

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[Ticket: # 836415 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 2:18:40 AM

**City/State/Zip:** Bealeton, Virginia 22712

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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[Ticket: # 836416 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 2:19:51 AM

**City/State/Zip:** Reston, Virginia 20191

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 836430 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 2:54:30 AM

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

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

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[Ticket: # 838403 - XXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:59:51 AM

**City/State/Zip:** Axis, Alabama 36505

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838404 - XXXXX XXXXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 3:01:02 AM

**City/State/Zip:** Smithfield, North Carolina 27577

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 836431 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/27/2016 2:55:41 AM

**City/State/Zip:** Baltimore, Maryland 21224

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 827305 - Comcast Data Caps**

**Date:** 2/23/2016 12:35:37 PM

**City/State/Zip:** Little Rock, Arkansas 72204

**Company Complaining About:** Comcast

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**Description**

Comcast has begun enforcing a 300GB data cap when previously it was advertised my Internet would be unlimited. They have done this in areas where there is no competition which may meet the legal definitions of racketeering.

As defined by Wiki: A racket is a service that is fraudulently offered to solve a problem, such as for a problem that does not actually exist, that will not be put into effect, or that would not otherwise exist if the racket did not exist. Conducting a racket is racketeering. Particularly, the potential problem may be caused by the same party that offers to solve it, although that fact may be concealed, with the specific intent to engender continual patronage for this party.

Comcast has offered to upgrade me to "unlimited" again for the low low fee of \$35 a month. This would move my internet-only package to nearly \$100 for a service that, two years ago, was \$55. Comcast goes into areas without competition and hog ties the customers. Customers in cities where Google Fiber, ATT UVerse and Verizon FIOS have much lower prices for Comcast because competition exists.

I am very unhappy because the only way to express displeasure with Comcast is to cancel my service and have no Internet at all.

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**Ticket: # 868961 - Data Cap Hidden**

**Date:** 3/20/2016 8:39:21 PM

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

**Company Complaining About:** Zito Media

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## **Description**

We set up our internet service with a phone call. An installer came out. He left us no paperwork. After our internet slowed down, we called tech support who told us we had hit our data cap. We had to upgrade to a more expensive plan or wait until the end of the month. They charge for speed but then also charge per gigabyte.

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[Ticket: # 838405 - XXXX XXXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 3:05:36 AM

**City/State/Zip:** Duluth, Minnesota 55811

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838413 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 3:12:39 AM

**City/State/Zip:** Chicago, Illinois 60654

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837500 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 4:57:48 AM

**City/State/Zip:** Saint Paul, Minnesota 55105

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837557 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:48:03 AM

**City/State/Zip:** Jamestown, Rhode Island 02835

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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